

Patient Service Representative

Summary of Responsibilities but not limited to:

Responsible for registering patients, creating and monitoring referrals, collecting copays, scheduling appointments, answering phones, and obtaining authorizations

List of Responsibilities/Duties

- Registers patients by gathering, verifying and entering in demographic and insurance information.
- Obtains signed registration sheets, permissions to file claims, releases, etc.
- Reviews schedules for referrals needed, obtains those that the office takes responsibility for and works with patients to obtain others.
- Collects copayments and personal payments.
- Handles inquiries about insurances accepted, office hours, services, locations, exam fees, doctor information, etc.
- Verifies upcoming appointments.
- Handles telephone receptionist responsibilities as needed.
- Maintains personal reference book on insurance companies and coverages.
- Assists other patient service staff as needed.
- Greets patients promptly and professionally.
- Properly triages patients and visitors.
- Responds easily to routine requests for information.
- Maintains patient confidentiality at all times, and communicates with the compliance officer regarding procedural changes and concerns.
- Participates in professional development efforts to remain current on insurance coverages and regulation matters.
- Cooperates and communicates with all staff members and physicians about patient matters.
- Issues proper receipts and maintains a balanced drawer.

Duties and responsibilities may be added, deleted or changed at any time at the discretion of the management, formally or informally, either verbally or in writing.

Minimum Requirements

- Bachelor Degree or three years of medical front office experience.
preferably in an Ophthalmology office setting.

Minimum Demonstrated Skills

- Requires accuracy, thoroughness and an understanding of insurance, copy and referral procedures.
- Requires ability to work as a team member.
- Requires skills in operating computers, word processing software, fax machines and copier machines.
- Work is fast paced and multitasked.
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Physical Demands

- Must be able to stand, reach, bend and squat repeatedly during the day.
- Must be able to communicate via the telephone.
- Must be able to view and type computer data.
- Must have manual dexterity to file.

***** Daily Travel Required *****