

Carolina Eyecare Physicians

Job Description

Job title: Front Office Technician Representative

Reports to: Office Manager

Summary of Responsibilities

Responsible for Check-In, Check-Out, and Medical Records duties of front office including, but not limited to, registering patients, monitoring referrals, scheduling appointments, preparing medical records, chart preparation, filing and storage, medical record release and protection, determining charges and arranging for payment during patient check-out, and performance of complex/multiple clerical support functions. The positions are in physician office practices having a high volume of public contact where, due to the volume and type of services being provided, there exists the potential for highly stressful and challenging encounters.

List of Responsibilities/Duties (Check-In)

- 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.
- 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.
- Schedule all provider appointments, including scheduling and, when necessary, coordinating ancillary testing when necessary and ensuring pre-certs and prior authorizations are received.
- Bump, cancel and handle no-show appointments according to established process.
- Arrive patients to the physician office practice. This process includes greeting the patient, verifying all personal information (address, telephone, etc.), verifying method of payment, verifying insurance, collecting co-payment when applicable, entering necessary information into computer system, and providing any requested information to patients.
- Communicate any expected delays to patient.
- Assist with request, prepare and ensure the completeness of the patient medical record.
- Verify and coordinate patient referrals.
- Maintain the general appearance of the waiting room or reception area; straighten magazines, chairs and other light furniture.

List of Responsibilities/Duties (Check-Out)

- Responsible for collection of all monies personally due from patients.
- Responsible for establishing & monitoring written personal payment arrangements.
- Posts charges & payments of all patients leaving as established by office policy.
- Determines patient's balance owed including deductibles, co-payments, and existing due balances, etc.
- Accepts payments in cash, check, and/or charge card
- Balances at end of day.
- Prepares deposits accurately.
- Maintains timely posting of all charges and adjustments.
- Answering patient inquiries regarding accounts.
- Verifies patient demographic and insurance information.
- Handles inquiries about insurances accepted, office hours, services, locations, exam fees, doctor information, etc.

List of Responsibilities/Duties (Medical Records)

- Pulls daily scheduled patient charts including add-ons and charts needed in other office locations.
- Sorts, audits, retrieves, and files medical records for daily scheduled appointments and work-ins.
- Files loose information into charts and re-files charts into racks.
- Distributes medical record releases and photocopies and logs records as appropriate.
- Prepares new patient charts.
- Purges and maintains inactive charts.
- Oversees record keeping for and destruction and retrieval of off-site stored records.
- Maintains supplies and equipment related to the job function.
- Assists other offices in their medical records duties.
- Receives and distributes courier mail from other office locations

List of Responsibilities/Duties (all positions)

- Keeps management timely informed.
- Keeps up-dated on all pertinent information affecting job and patient care.
- Performs other duties as requested.
- Regular Attendance
- Trains new employees for incoming duties.
- Turns on/off reception lobby lights, straightens lobby and secures front door.
- Maintain working knowledge of all office equipment, fax, copiers, phones, etc.
- Participate in service monitors and quality improvement programs.
- Use excellent guest relations skills in all interactions w/patients, visitors and staff.
- Attends staff meetings and in-service programs.
- Filing.
- Maintains a clean, safe, and prepared work area.

- Turns on/off computers and printers as appropriate.
- Complies w/OSHA/Blood borne Pathogen guidelines
- Complies w/OSHA/Hazardous Communication Standard guidelines.
- Effectively utilize all appropriate applications of the practices' computer systems.
- Answer phone system, handle and/or direct call to appropriate area.
- Effectively manage dynamic, potentially stressful patient encounters.
- Work with patients, families and/or staff in handling and resolving problems that occur during the course of visit.
- Provide management with perception of physician office practice services.
- 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 and HIPAA compliance at all times and communicates with the Compliance Officer regarding procedural changes and concerns.
- Cooperates and communicates with all staff members and supervisor about patient matters.
- Timely puts away supplies as it arrives.

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 Education Requirements

- High school diploma or GED.
- Alphabetization and spelling skills a must.
- Completion of courses in medical terminology, CPT/ICD-9 coding, and insurance claims processing highly desirable.
- Business, math, grammar, typing, and computer classes helpful.

Minimum Background Requirements

- Two years experience as a receptionist or in a position with related clerical and guest relations duties and skills is necessary.
- Experience in health care is preferred.
- Prior knowledge of medical procedures a plus.

Minimum Demonstrated Skills

- Position requires accuracy, thoroughness, and an understanding of insurance, copy and referral procedures.
- Requires ability to work as a team member.
- Skill in operating computer, word processing software, fax machines and copier machines.
- Ability to establish and maintain effective relationships with patients, visitors, physicians, staff and other persons contacted in the course of work is necessary.
- Ability to enter data into computer is necessary.
- Ability to keep pace with a high volume of patients while performing multiple, sometimes complex tasks is necessary.

- Demonstrated excellence in communications skills.
- Demonstrated ability to effectively convey ideas and information.
- Creative idea-generating individual with excellent follow through abilities.
- Demonstrated ability to work cooperatively with others
- Knowledge of business office procedures.
- Possess good written and verbal communication skills.
- Ability to greet patients and answer the telephone in a professional manner.
- Must read, understand, and follow oral and written instructions.
- Ability to sort and file materials correctly by alphabetic or numeric systems.
- Ability to establish and maintain effective working relationships with physicians, patients, employees, and public.
- Always presents a professional image.
- Ability to do detailed and accurate work.
- Utilize time management skills.
- Read, understand, and follow oral and written instruction.
- Recognize, evaluate, solve problems, and correct errors.
- Maintain productivity and work independently.

Working Conditions: Works in a fast-paced, well-lit, comfort controlled medical office. High traffic area. Interaction with others may be constant and interruptive. Work may be very stressful. Most of public contact involves people needing medical care. Occasional evening or weekend work. Potential exposure to communicable diseases, toxic substances, and other conditions common to a clinic environment.

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
- Requires sitting, data entry, and viewing computer screens for long periods of time; also stooping, bending, and stretching.
- Occasional moving items.
- Ability to type 40 wpm, operate a key board, calculator, telephone, copier, fax, and other office equipment as necessary.
- Possess the ability to respond to telephone/paging contacts.
- Must be able to lift up to 10 pounds to waist heights.

The American with Disabilities Act requires that responsible accommodations be made for qualified individuals to help perform the required duties and tasks of the position. Please let us know at the time you apply for the position if you will need any special accommodations.

I have read and understand my Job Description.

Signature _____ Date _____