

Practice Support Specialist

Company: Ptarmigan Connections, LLC

Reports to: Office Manager (Bobbi Kousoulos)

Supervises: No one

Overtime Status: Exempt Non-exempt

Job Summary: This position is responsible for the day-to-day administrative and general office duties including word processing, filing, faxing, and data entry. Receives incoming telephone calls in a prompt, courteous, and professional manner and greets/assists visitors in the same manner.

Primary Job Responsibilities: Verifying insurance eligibility and benefits, coordinating paperwork with patients, scheduling appointments, managing provider's schedule, answering phones, covering front desk/receptionist as needed.

1. Promptly and professionally answers telephone calls. Routes calls appropriately, offering voice mail/taking messages or redirection of calls as needed.
2. Verify insurance eligibility & benefits online and on the phone for new referrals and daily appointments
3. Coordinate paperwork with families for new referrals and daily appointments
4. Manage your providers schedule
5. Schedule new patient appointments and daily recurring appointments
6. Follows all Clinic policies on safety and security; maintains restricted areas safe by safeguarding keyless entry codes and computer system passwords in strict confidentiality.
7. Checking in/out of patients, collecting co-pays/deductibles owed. Scheduling of appointments.
8. Facilitates patient flow and communicates delays with patients and clinical staff.
9. Appropriately and courteously screens solicitors for relevance to organization needs.
10. Explains financial requirements to the patients or responsible parties and collects copays as required.
11. Responsible for keeping the reception and patient waiting areas, and office files clean and organized.
12. Performs other duties as assigned.

Education: High school diploma or equivalent.

Experience: One year of experience in customer service or reception, preferably in a medical office setting.

Education/Certification/Licensing Requirements:

- Completion of a course in Medical Terminology recommended.

Additional Requirements:

- Willingness to work Monday – Thursday 8:00am-6:30pm.
- Willingness to attend continuing education courses at the request of the employer.

Performance Requirements:*Knowledge:*

1. Knowledge of medical terminology and organization services.
2. Knowledge of staff responsibilities to accurately direct callers.
3. Knowledge of administrative processes, procedures, and preparing patient charts.
4. Knowledge of basic math and modern office procedures.

Skills:

1. Ability to use multi-line phone system, including transferring calls.
2. Ability to exercise a high degree of diplomacy and tact while multi-tasking, organizing and scheduling patients.
3. Ability to use spreadsheets and word processing software.
4. Ability to type a minimum of 45 WPM and operate a 10 key calculator by touch.
5. Adequate hearing to answer phone and speak with patients.
6. Ability to speak clearly and loudly enough to be heard by callers and patients.

Abilities:

1. Ability to work well under pressure with minimal supervision.
2. Ability to elicit appropriate information to route calls to the appropriate person.
3. Ability to prevent, calm, and/or defuse irate callers and patients working with them to identify concerns and properly direct calls.
4. Ability to competently use Microsoft Office, including Word, PowerPoint, Excel, and appropriate practice management software.

Equipment Operated: Standard office equipment including computers, fax machines, copiers, printers, telephones, etc.

Work Environment: Well-lighted medical office or reception area. Potential exposure to communicable diseases and other conditions related to clinic setting.

Mental/Physical Requirements: Must possess the physical and mental abilities to perform the tasks normally associated with a Practice Support Specialist/Receptionist involving sitting approximately 90% of the day with occasional standing, walking, reaching and lifting. Periodic stress occurs from handling many calls and dealing with patient requests.

Salary Range: \$16-\$21/hour DOE

Application Procedures: Interested parties please e-mail a cover letter and resume to info@pc-ak.com Attn: Bobbi

Date Posted: 4/7/21

Job Posting Closing Date: Until filled