**JOB DESCRIPTION**

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| **Job Title:** | Patient Service Representative, Front Office | **FLSA**  **Status:** | Non-exempt |
| **Effective Date:** |  | **Supervised By:** | PSR Supervisor |
| **Revised Date:** | 6.15.23 | **Approved By:** | HR |

**BASIC FUNCTION**

The Front Office Patient Service Representative assists patients during registration and check-out, collects co-pays, updates patient information, schedule appointments, answers, and routes questions to the appropriate staff, and performs clerical duties.

**PRIMARY RESPONSIBILITIES AND DUTIES**

1. Provides excellent customer service.
   1. Registers and pre-registers patients for appointments and office visits:
   2. Verifies/collects patient data.
   3. Scans insurance cards.
   4. Verifies insurance coverage.
   5. Completes required intake forms.
   6. Ensures patient information and income data is accurate and up to date.
   7. Provides patients with patient acknowledgement and consent forms.
   8. Obtains completed patient acknowledgement and consent forms.
   9. Monitors and works registration errors daily.
   10. Initiates and completes prior authorization for visits, if required for assigned clinic.
2. Schedules appointments and telephone encounters:
   1. Coordinates same day, walk-in, or follow up appointments within the EHR.
   2. Enters telephone encounters for faxed prescription refill requests and routes them to clinical staff.
   3. Updates patient billing alerts.
   4. Acts as a backup for the call center.
   5. Assists clinical team by working gaps in care lists by calling patients for appointments.
   6. Performs reminder calls for last minute scheduled and non-confirmed appointments.
3. Maintains clinic documents:
   1. Ensures all required patient forms are complete (Consent for Examination/Treatment, Privacy Notice, Electronic messaging, ABN, MSP, etc).
   2. Distributes mail and incoming faxes within the clinic.
   3. Prints MCIR reports as requested by clinical team.
   4. Scans clinic documents to scan bucket as needed or as directed.
4. Calculates and collects copays:
   1. Meets collection goals for the clinic.
   2. Completes cash sheet daily.
5. Engages in group discussion huddles and team meetings as appropriate:
   1. Provides feedback during discussions concerning meeting topics.
   2. Establishes action items based on discussions, as necessary.
   3. Completes action item follow up, as necessary.
   4. Demonstrates professionalism during discussions.

**GENERAL PROFESSIONAL DEVELOPMENT**

1. Organization: Displays basic organizational skills to self-prioritize and organize own work.
2. Problem Solving: Uses established alternatives and modifies approaches in response to situations encountered.
3. Analysis: Receives and interprets routine information.
4. Problem Resolution: Exercises tact and diplomacy in the resolution of mild conflicts or disagreements.
5. Communication: Provides or exchanges routine information in a professional manner.

**PROFESSIONAL/TECHNICAL KNOWLEDGE, SKILLS & ABILITIES**

1. Possesses a basic level of written and verbal communication skills, computational and computer skills and mathematical knowledge typically acquired through completion of a high school program.
2. Possesses familiarity with the processes and operations performed by the office/department, sufficient to understand the importance of various forms, schedules, documents, and administrative processes, typically acquired through on-the-job learning.

**TECHNICAL SKILLS**

1. Prepares basic correspondence and simple reports using Microsoft Office Suite.
2. Demonstrates proficiency with all electronic clinical systems, including EHR and scheduling systems, in use at the health center.

**COMMUNICATION SKILLS**

1. Communicates complex concepts in a clear effective manner for a general audience.
2. Possesses excellent cross-cultural communication skills.

**WoRKING CONDITIONS**:

1. Work is performed in a clinic environment or remote office.
2. This is a non-exempt position, working beyond 40 hours in a week may be assigned in certain circumstances.
3. Requires regular sitting, standing, walking, and lifting of up to twenty-five pounds.
4. Occasional travel between clinic locations, and occasional regional travel for meetings, conferences, or seminars.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work. UGLFHC reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and UGLFHC continues to maintain its status as an at-will employer.

**I hereby acknowledge that I have read and understand the above-mentioned job duties, qualifications, policies, and procedures for this position. I also certify that I received a copy of this job description.**

Employee: Date: