
Carolina Eye Associates, P.A.

Job Description

Surgery Scheduler

Center: Pinehurst
Status: Part-Time
Reports to: Chief Operating Officer

Job Summary:

Scheduling surgical procedures: verify benefits, coverage, deductibles, out of pocket money, managed care authorizations, counsel patients on insurance information and costs, collecting money, issue receipts, post payments, prepare chart for surgery and create surgery schedules.

Job Responsibilities:

Surgery Scheduling

1. Schedule patient for surgery.
2. Verify patient's benefits, coverage, deductibles, out of pocket money, second surgical opinions and pre-existing clause information for CEA and Health South.
3. Obtain managed care authorizations for both physician and facility. (This now includes completing forms and faxing to managed care organizations with follow-up in 24-72 hours.)
4. Obtain VF's, external photos, letter of medical necessity, CPT and ICD codes for lid surgeries scheduled.
5. Fill out forms and add patients to corneal transplant list and notify Physician's Assistant to acquire cornea for all corneal transplant patients.
6. Discuss and determine patient financial responsibility, down payment, and other financial arrangements. Refer and escort patient to Financial Counselor if unable to meet collection policies established by CEA.
7. Inform patient of possible sources of financial aid: Services of the Blind, Vocation Rehab., Caring for Children, Med Cash, etc.
8. Explain documents and obtain patient or legal guardian signatures. Copy forms and give copy to patient.
9. Create cost estimate for procedures. Complete consent form and post-op forms, have patient complete waivers for non-covered services.
10. Collect office co-pays, down payments, collect on non-covered services, issue receipts and post payments to patient account.
11. Inform patient of surgery details and information: verifying that the patient has a driver, pre-op instructions, instructions on how and when to call for surgery time.
12. Enter all surgery appointments in the computer.
13. Complete routing slip on all surgery patients and collect charts for appropriate location.
14. Manage physician's surgery schedule. Keep track of dates and times to schedule procedures.
15. Customize and print physician's surgery schedule, specifying surgery descriptions, allotted time for procedure, determining line-up, determining check-in-time and start time for procedure.
16. Distribute schedule to appropriate individuals.
17. Handle cancellations: this includes chart documentation, calling in other patients to fill slots and re-doing the line-up and re-printing schedule and distributing.
18. Review charts for completeness prior to surgery, includes treatment sheets, surgery checklist, medical history, proper clearance by patient's doctor or CEA P.A., lab work etc.
19. Post daily collection of charge tickets, post any attached co-pays and deductibles, balance and run audit journal.
20. Schedule surgery by phone from satellite offices and patients calling in to schedule. This will include verifying insurance information etc. on the phone and scheduling lab appointment for patients.

Other Duties:

1. Assist patients to resolve questions regarding patient account or insurance.
2. Answer telephone and schedule appointments.
3. Obtain duplicate chart information from other offices to create duplicate chart.
4. Maintain balanced cash box and turn in money daily.
5. Collect referring OD money.
6. Perform other duties as requested.

Performance Requirements (Knowledge, Skills, & Abilities):

- Knowledge and understanding of various insurance plans.
- Knowledge of NextGen software and Windows environment.
- Knowledge and understanding of billing and payment procedures, rules and regulations.
- Knowledge and understanding of covered and non-covered services provided by CEA.
- Ability to relate with patients in a pleasant, professional, courteous and positive manner.
- Ability and willingness to work as assigned by supervisor.
- Ability to work flexible hours: hours of day may vary depending on patients scheduled.
- Enjoy working with patients and be able to deliver exceptional customer service.
- Ability to speak clearly and concisely,
- Ability to establish and maintain effective working relationship with doctors, patients, co-workers and Public.
- Ability to maintain confidential information.
- Ability to read, understand and follow oral and written instructions,
- Skill in operating a variety of office equipment: computers, telephone, fax, credit card transmit machine. (With proficiency in data entry)
- Skill in answering telephone in pleasant and helpful manner.
- Ability to work on Saturdays when patients are scheduled or according to request.
- Ability to travel to other CEA offices as requested.
- Ability to communicate various insurance carrier's payment and contractual write-off methods.
- Ability to comply with CEA's compliance plan, HIPAA policy and personnel manual.
- Perform other duties as requested.

Education/Experience Requirements:

High School diploma/GED. Prefer Associates Degree. Requires 1-3 years of medical office experience performing related tasks.

Typical Physical Requirements:

Work may require sitting for long periods, also stooping and bending for files and supplies. Occasionally lifting files or paper weighing up to 30 pounds. Requires manual dexterity sufficient to operate a keyboard type, operate a calculator, telephone, copier and other office equipment as necessary. Must have ability to assist patients in walking, or pushing wheelchair, to various areas/departments in building.

Carolina Eye Associates reserves the right to change or modify job duties & essential functions at any time. Note further that the above list of job duties and essential elements is an attempt to adequately describe this position, but cannot be considered to be an exhaustive list.

Are you able to meet these requirements? _____ **Yes** _____ **No**
Comments:

Signature _____ Date _____

* New Employees are required to: (1) Successfully pass a drug screen, (2) Successfully pass a health screen.

* Please return signed copy to the Personnel Department.*

