
Carolina Eye Associates, P.A.

Job Description

Patient Service Representative/Optical Assistant

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

Job Summary:

Register patients upon arrival, secure insurance or managed care authorization, and prepare chart. Post charges, educate & communicate balance to patients and request payment from patients, post payment data, issue receipts, submit daily deposits, balance drawer and post payments. Assist patients in selecting eyewear, adjusting and fitting eyewear (including frames and contact lenses. Assist with placing orders for frames, lenses and contact lenses.

Job Responsibilities:

Check-In Duties - PSR

1. Register new and established patients.
2. Obtain demographic and insurance information from new patients necessary to setup patient medical record in computer and chart.
3. Verify established patients' current profile information and make changes as necessary.
4. Verify patient's insurance coverage(s) and obtain any authorization numbers or necessary approval from managed care plans.
5. After completely and accurately entering patient data in computer, print charge document and place in appropriate area for patient care.

Check-Out Duties - PSR

1. Post charges and adjustments into computer as listed on charge document, and request payment for services rendered.
2. Contact Patient Care Technician if charge document information is incomplete.
3. Post payment, issue receipt and request payment for services rendered.
4. Assist patient with contacting the Financial Counselor if patient unable to meet collection policies established by clinic.
5. Make return appointment for patient if indicated on chart.
6. Balance drawer daily (cash, charge documents, and adjustment slips).

Optical Duties:

1. Assisting patients with selection of eyewear.
2. Make any necessary adjustments to eyewear using appropriate tools and instructs on cleaning and handling of eyewear (frames and contact lenses).
3. Maintains equipment and inventory of supplies.
4. Takes optical measurements necessary for eyewear preparation.
5. Orders eyewear from laboratory based on prescriptions.
6. Other optical duties as assigned by the Optician.

Other Duties

1. Work on return mail for incorrect address.
2. Other duties as assigned.

Education and Experience: Prefer an Associate Degree in related field (Business, Accounting, etc.) or equivalent education and experience. Require 1-3 years of medical office experience performing related tasks.

Performance Requirements (*Knowledge, Skills, & Abilities*):

- Knowledge & understanding of insurance and managed care plans.
- Knowledge of IDX software and Windows environment
- Knowledge & understanding of billing & payment procedures, rules & regulations
- Knowledge and understanding of covered & non-covered services provided by Carolina Eye.
- Ability to communicate various insurance carriers' payment & contractual write-off methods.
- Ability to relate with patients in a pleasant, professional, courteous & positive manner.
- Enjoy working with patients.
- Ability & willingness to work as assigned by supervisor.
- Ability to work flexible hours; hours of work day may vary dependent upon patients scheduled.
- Ability to deliver exceptional customer service.
- Ability to speak clearly and concisely.
- Ability to sort and file materials correctly by alphabetic or numeric systems.
- Ability to establish and maintain effective working relationship with doctors, patients, co-workers, and public.
- Ability to maintain confidential information.
- Ability to read, understand, & follow oral and written instructions.
- Skill in operating a variety of office equipment: computer, telephone, fax, copier. (With proficiency in data entering information into computer.)
- Skill in answering telephone in pleasant and helpful manner.
- Skill in repairing eyewear using correct tools.
- Skill in instructing patients on handling of eyewear.
- Ability to work Saturdays when patients are scheduled, on rotating basis.
- Ability to comply with Compliance Manual, Personnel Manual, Red Flag and HIPAA policies of CEA.
- Ability to travel to other CEA offices if requested.

Typical Physical Requirements:

Work may require sitting for long periods of time; also stooping, bending & stretching for files & supplies. Occasionally lifting files or paper weighing up to 15 pounds. Requires manual dexterity sufficient to operate a keyboard, type, operate a calculator, telephone, copier & other office equipment as necessary. Hearing must be in the normal range for telephone contacts. It is necessary to view & type on computer screens & to work in an environment which can be fast paced.

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 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.