
Carolina Eye Associates, P.A.

Notice of Position Opening

Patient Service Representative

Center: Rockingham
Status: Full-Time
Reports to: Practice Administrator

Job Summary:

Register patients upon arrival, secure insurance or managed care authorization. Post charges, educate & communicate balance to patients, request payment from patients, post payment data, issue receipts, submit daily deposit, and balance drawer. Process insurance claims and post payments.

Job Responsibilities:

Check-In Duties

1. Register new and established patients.
2. Obtain demographic and insurance information from new patients necessary to setup patient medical record in computer.
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 put in the appropriate location for patient care staff to retrieve.
6. Escort patients to waiting area when check-in process completed.

Check-Out Duties

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 and issue receipt.
4. Send patient's information to Financial Counselor if patient unable to meet collection policies established by clinic.
5. Make return appointment for patient if indicated in follow-up instructions.
6. Balance drawer daily (cash, charge documents, and adjustment slips).

Perform other duties as requested and assist co-workers as needed.

Education and Experience:

Require High School Diploma or GED, prefer Associate Degree in related field (Business, Accounting, etc.). 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 NextGen 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 carrier's 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.
- Ability to work Saturdays when patients are scheduled; on rotating basis.
- Ability to comply with Compliance Manual, Personnel Manual 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 considered to be an exhaustive list.