
Carolina Eye Associates, P.A.

Job Description

Surgery Scheduler

Center: Pinehurst
Status: Full-Time
Reports to: Front Office Supervisor

Job Summary:

Primary responsibility is to schedule patients for surgical procedures: verifying benefits, deductibles, out of pocket costs, managed care authorizations, collecting and posting payments, issuing receipts, preparing chart for surgery, and creating surgery schedules.

Job Responsibilities:

Surgery Scheduling

1. Schedule patient for surgery.
2. Verify patient's benefits, coverage, deductibles, out of pocket costs, second surgical opinions and pre-existing clause information for CEA and surgical facilities.
3. Obtain managed care authorizations for both physician and facility.
4. Discuss and determine patient financial responsibility, down payment, and other financial arrangements. Refer patient to Financial Counselor if unable to meet collection policies established by CEA. Inform patient of financial aid sources: Services for the Blind, Vocational Rehab, Care Credit.
5. Explain documents and obtain patient or legal guardian signatures.
6. Create cost estimate for procedures. Complete consent form and post-op forms, have patient complete waivers for non-covered services.
7. Collect office co-pays, down payments, collect on non-covered services, issue receipts and post payments to patient account.
8. 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.
9. Enter all surgery appointments in the computer.
10. Complete routing slip on all surgery patients and collect charts for appropriate location.
11. Manage physician's surgery schedule. Keep track of dates and times to schedule procedures.
12. 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.
13. Distribute schedule to appropriate individuals.
14. Process cancellations: this includes chart documentation, calling in other patients to fill slots and re-doing the line-up and re-printing schedule and distributing.
15. 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.
16. Post daily collection of charge tickets, post any attached co-pays and deductibles, balance and run audit journal.

Other Duties:

1. Assist patients to resolve questions regarding patient account or insurance.
2. Maintain balanced cash box and turn in money daily.
3. Perform other duties as requested and assist coworkers when needed.

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.

- Ability to speak clearly and concisely,
- Ability to establish and maintain effective working relationship with doctors, patients, co-workers and the public.
- 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.
- Valid Driver's License and ability to travel to other CEA offices per schedule.
- Ability to work on Saturdays when patients are scheduled or according to request.
- 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.

Education/Experience Requirements:

High School diploma/GED. Prefer Associates Degree. Prefer 1-3 years of medical office experience performing related tasks. Proficient in use of Microsoft applications (Excel, Word).

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.