

# V&IOVIS<sup>SM</sup>

## JOB DESCRIPTION FORM

<b>Job Title:</b> Patient Services Representative	<b>Reports to:</b> Patient Services Lead
<b>Department:</b> Patient Services	<b>Location:</b> FHP/Annex
<b>Job Grade:</b> S-3	<b>Date of Last Review:</b> April 19, 2018

### **Job Summary:**

Reports directly to the Patient Services Lead and responsible for providing warm and pleasant customer service in assisting walk-in members regarding issues and concerns such as but not limited to eligibility, benefit administration, claims, billing reimbursements and etc.

### **I. Essential Duties and Responsibilities:**

1. Greets and assists walk-in members.
2. Handles and documents check-in of walk-in members on log-sheet.
3. Helps/assists walk-in members to connect with the right department and/or individual regarding any of the following inquiries:
  - 3.1. Eligibility,
  - 3.2. Benefit Administration,
  - 3.3. Claims,
  - 3.4. Billing,
  - 3.5. Reimbursements,
  - 3.6. Plan Deductible,
  - 3.7. Referrals (status & process),
  - 3.8. Insurance Coverage,
  - 3.9. Services available,
  - 3.10. Network Providers/Access,
  - 3.11. Paneling to PCP/Facility,
  - 3.12. Membership Cards,
  - 3.13. Career Opportunities/Employment Applications.
4. Collects member payments (cash, credit card, and check handling).
5. Cash handling responsibilities—manages assigned change fund, completes Daily Activity Report and Cash Count sheet for audit by Cash Coordinator and Corporate Finance
6. Collects updated Membership information from walk-in members.
7. Updates and maintain walk-in demographics on a monthly basis.
8. Answers incoming calls and directs them accordingly.
9. Schedules and confirms appointments using eCW.
10. Daily scanning of patient documents
11. Forwards applicable referral inquiries to Medical Management.
12. Receives and handles mail
13. Collaborates with Customer Service Associates and Membership Accounting to verify TakeCare member insurance eligibility.
14. Performs other duties that may be assigned from time to time.

## II. Experience & Specifications:

1. High School Graduate
2. Minimum of 1 year experience in providing warm and pleasant customer service in assisting walk-in members regarding issues and concerns such as but not limited to eligibility, benefit administration, claims, billing reimbursements and etc.
3. Effective team player. With very good interpersonal relationship skills and can work and relate well with co-employees, patients and customers.
4. Must have the behavioral sensitivity, maturity, diplomacy and tact in addressing complex situations and handling irate customers.
5. Outstanding oral and written communication skills.
6. Strong ethics and a high level of personal and professional integrity.
7. Must have basic familiarity on federal and state laws and requirements relating to healthcare management.
8. Computer literate and very highly proficient in using MS office programs.

### **Work Environment:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is exposed to lights, office equipment such as computer monitors, faxes etc. in a clinical setting. The noise level in the work environment is usually low.