

V&IOVISSM

JOB DESCRIPTION FORM

Job Title: Patient Services Representative	Reports to: Patient Services Lead
Department: Patient Services	Location: FHP Clinic

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. Collects updated Membership information from walk-in members.
6. Updates and maintain walk-in demographics on a monthly basis.
7. Answers incoming calls and directs them accordingly.
8. Forwards applicable referral inquiries to Medical Management.
9. Conducts monthly reminder calls to iPlan members for premium payment.
10. Receives and handles mail (DHL, TNT, FedEx).
11. Collaborates with Customer Service Associates for walk-in member's continuum of care.
12. Handles appointments scheduling for Appeals or any other requested meetings for members concerning Customer Service related issues.
13. Forwards and endorses walk-in members to assigned Customer Service Associate regarding claims, reimbursements, deductibles, appeals, grievances and billing inquires.
14. Checks out walk-in members.
15. Tracks daily walk-in log, payment submittal log.
16. Updates Customer Service Binder with new Fact-Sheets and SOBs.

17. Provides administrative support to Customer Service Manager.
18. Secures and closes Customer Service Department at end of business day.
19. 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.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without accommodation.

While performing the duties of this job, the employee is frequently required to stand for extended hours, communicate clearly via speech, use hands to finger in repetitive motion, handle, or feel objects, tools or controls, reach with hands and arms, balance, talk, hear conversations or sounds as well as via radio or telephone. The employee must be able to occasionally sit for long hours, drive a car or travel to other locations. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Occasionally; the employee might be exposed to unpleasant and or stressful situations.

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.