



Experts in Orthopedic Care

PATIENT INTAKE SPECIALIST LEAD

POSITION SUMMARY
Perform as Lead for the front office department, ensuring all processes are followed appropriately. Provide customer service and professionalism to support patient flow in the clinic.
ESSENTIAL FUNCTIONS
<ul style="list-style-type: none">• Act as lead person to front office staff, addressing issues and assisting with duties, as needed• Greet and welcome patients to clinic• Verify and enter all patient demographics and insurance information into the computer system, including authorization and referral numbers• Collect co-pays, surgery prepays, and outstanding balances due from patients for services rendered• Verify batches and all other monies reconciliation• Complete HIE consults• Assist with the flow of TOC NOW clinic• Train new front office staff• Ensure staff is providing exceptional customer service• Communicate best practices to staff in patient coordination• Communicate daily with immediate supervisor• Adjust weekend and/or holiday schedules to accommodate patient hours• Verify insurance eligibility of patients using various internet tools offered by payers• Obtain all authorizations and referrals necessary for visit• Provide patient financial counseling to patients within the clinic• Perform other responsibilities associated with this position as deemed appropriate
GENERAL COMPETENCIES DESIRED
<ul style="list-style-type: none">• Ability to learn and understand complexities of medical and insurance terminology• Ability to correlate and adapt to changes within insurance processes and eligibility verification• Ability to maintain confidentiality of patient information• Strong organizational and interpersonal skills• Excellent communication skills (verbal and written), with the ability to interact effectively with patients and co-workers• Excellent listening and interpretive skills• Detail-oriented, paying specific attention to accuracy.• Strong PC and data entry skills with a minimum typing speed of 35 wpm.• Ability to demonstrate leadership through interactions with staff and patients• Exceptional customer service skills
PHYSICAL DEMANDS
Work may require sitting and/or standing for long periods of time; also stooping, bending and stretching for files and supplies. Occasionally lifting files or paper weighing up to 30 pounds. Requires manual dexterity sufficient to operate a keyboard, calculator, telephone, copier and such other office equipment as necessary. It is necessary to view and type on computer screens for long periods and work in an environment which can be very stressful.
CREDENTIALS DESIRED
Must have a high school diploma or equivalent education. At least one year of prior relevant work experience in a medical office preferred.