



Experts in Orthopedic Care

## Patient Intake Specialist – Regional Office

<b>POSITION SUMMARY</b>
Provide customer service and professionalism to support patient flow in the clinic. Register patients for scheduled appointments by verifying demographics and insurance information, obtaining initial authorizations and referrals, and arranging all documentation for visits.
<b>ESSENTIAL FUNCTIONS</b>
<ul style="list-style-type: none"><li>• Greet and welcome patients to clinic.</li><li>• Verify and enter all patient demographics and insurance information into the computer system including authorization and referral numbers.</li><li>• Balance and batch all cash, checks, and credit card charges collected.</li><li>• Schedule follow-up appointments on an as needed basis.</li><li>• Take in disability forms.</li><li>• Obtain all authorizations and referrals necessary for visit as well as surgery.</li><li>• Obtain necessary workers' compensation documentation, schedule related appointments and send office notes/appropriate documentation to adjustors and case managers.</li><li>• Prepare all documentation for visits including creating charts for new patients.</li><li>• Verify insurance eligibility of patients using various internet tools offered by payers.</li><li>• Prepare all documentation for visits including creating charts for new patients.</li><li>• Collect surgical co-pays, deductibles, and patient responsibility.</li><li>• Answer all incoming calls.</li><li>• Schedule appointments and respond to all incoming referrals.</li><li>• Scan documents into patients' charts.</li><li>• Open medical records requests and forward to appropriate department.</li><li>• Perform other responsibilities associated with this position as deemed appropriate.</li></ul>
<b>GENERAL COMPETENCIES DESIRED</b>
<ul style="list-style-type: none"><li>• Ability to be a team player and be flexible</li><li>• Ability to multi-task, communicate effectively, and organize and prioritize responsibilities</li><li>• Ability to learn and understand complexities of medical and insurance terminology</li><li>• Ability to correlate and adapt to changes within insurance processes and eligibility verification</li><li>• Ability to maintain confidentiality of patient information</li><li>• Strong interpersonal and communication skills (oral and written)</li><li>• Detail-oriented paying specific attention to accuracy</li><li>• Strong PC, and data entry skills with a minimum typing speed of 35 wpm</li></ul>
<b>PHYSICAL DEMANDS</b>
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.
<b>CREDENTIALS DESIRED</b>