



Experts in Orthopedic Care

PHYSICAL THERAPIST

POSITION SUMMARY

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.

ESSENTIAL FUNCTIONS

- Verify insurance information in the computer system, including authorization and referral numbers.
- Prepare all documentation for visits.
- Schedule all therapy new and established patient appointments.
- Check and respond to voicemail messages.

Assist with front office check-in process, as needed, to include:

- Greet and welcome patients to clinic.
- Collect co-pays, co-insurances and outstanding balances due from patients for services rendered.
- Balance and batch all cash, checks, and credit card charges collected.
- Perform other responsibilities associated with this position as deemed appropriate.

GENERAL COMPETENCIES DESIRED

- Basic knowledge of insurance plans and medical terminology.
- Ability to be an effective team member.
- Ability to multi-task, communicate effectively, and organize and prioritize responsibilities.
- PC skills with a typing speed of approximately 30 WPM.

PHYSICAL DEMANDS

Work may require sitting and/or standing for long periods of time; also stooping, bending and stretching. 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 and at least one year of relevant work experience in customer service setting. Prior medical office experience preferred.