

JOB DESCRIPTION

Job description for: Receptionist/Eligibility

Reports to: Director of Billing/Reception Services

Responsibilities: Responsible for answering telephones, directing calls, and greets patient in the office. Directs all patients and visitors according to practice policies. Obtains eligibility on all referrals received daily. Relies on instructions and pre-established guidelines to perform the function of the job.

Duties of the job:

- ... Answers the telephone, determines the callers need, and directs calls accordingly.
- ... Greets patients and visitors. Determines their needs and directs them accordingly.
- ... Checks patient registration information in computer at time of patient appointments. Updates and enters patient registration information as necessary in the chart and computer. Checks that all patient forms are complete. Scan insurance cards and required forms received. Gives patients token numbers for use of our patient portal.
- ... Notifies IEC and/or clinic staff when patient is ready.
- ... Answers questions and gives information directly or on the telephone within the scope of practice. All other questions referred to a specific department as needed.
- ... Refers medical questions regarding patient care or instruction regarding patient preparation to medical staff.
- ... Mails all necessary paperwork for upcoming appointments daily.
- ... Audits charts for the next day appointments.
- ... Collects all co-pays, deductibles, and past balances as indicated on insurance card or as documented by billing staff. Updates new insurance information as received.
- ... Assists with monitoring of patient flow by communicating with medical staff and patients regarding status of appointment time and delays.
- ... Cleans out and processes old items from the pickup drawer and cupboards in the front reception area.

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- ... Maintains reception area general upkeep morning, night and throughout the day including general cleaning of patient restrooms. Checks all magazines/newspapers in reception area and remove old ones. Distribute old magazines to employee break room. Waters flowers and plants as needed.
- ... Notifies answering service on office closing dates and post notices on doors.
- ... Monitors and processes referrals/records received in Crimson and P2P throughout the day per protocol.
- ... Obtains eligibility on referrals and office visits daily and forwards on for electronic processing in charts.
- ... Assures that front facility doors are unlocked each work day morning and locked at the end of each work day.
- ... Verifies if patient is new or established. If not an existing patient creates a chart. Enters all demographic and insurance information into the practice management system and obtains insurance information per eligibility guidelines on referrals received daily.
- ... In downtime, helps other departments as needed.
- ... Notifies scheduling department with clinic and walk in patient appointments per protocol.
- ... Attend all staff in-services and other meetings as scheduled.
- ... Understands and demonstrates compliance with HIPAA, OSHA and company policies, rules and regulations.

OTHER DUTIES

- ... Performs all other duties or special projects as assigned.

Education/Experience requirements:

1. High school diploma or equivalent.
2. One year related experience preferred or one year with DHC preferred.

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Skill requirements:

1. Good communication and verbal skills.
2. Good filing skills.
3. Knowledge of grammar and spelling.
4. Medical terminology a plus.
5. General computer knowledge and typing skills.
6. Ability to discuss financial problems with patients.

Essential functions of the job:

1. Daily work may involve substantial movements (motions) of the wrist, hands, and/or fingers, keyboarding. Able to lift up to 50 pounds. Includes stooping, reaching, standing, walking, pushing, pulling, grasping, feeling, talking, hearing, repetitive motion, sitting for long periods of time.
2. The worker is subject primarily to inside environmental conditions and outside environmental conditions as needed.

Behavioral requirements:

1. Positive attitude
2. Promotion of positive teamwork environment
3. Professional conduct
4. Good attendance and timekeeping skills

Hours:

Determined by manager based on department needs.

Job relationships:

Does not supervise any employees.
Supported by the Reception Lead in daily activities.
Supervised by Director of Billing/Reception Services.

Job boundaries:

Does not initiate patient care either in the office or over the telephone.
Reports to the Director of Billing/Reception Services.
Reports to the Reception Lead in absences of Director of Billing/Reception Services.

EMPLOYEE ACKNOWLEDGMENT

BY MY SIGNATURE BELOW, I ATTEST that I have read and understood the job description for the position of Telephone Operator/Receptionist.

Based on that information, I believe (check appropriate box):

- I can perform the essential functions and duties of this position with or without a reasonable accommodation.
- I am not able to perform this job with or without a reasonable accommodation.

BASED ON THE ABOVE INFORMATION and box checked, I hereby certify that all my statements and information related to the employment process are true and complete, and the failure to answer any questions or failure to answer truthfully and completely may result in my termination or not being hired.

APPLICANT/EMPLOYEE SIGNATURE: _____ DATE: _____

SIGNATURE OF HIRING AUTHORITY: _____ DATE: _____

tlop-rec
Original: 10/28/02 Revised: 11/09/05, 06/07/06, 08/25/09, 03/01/12, 11/11/14, 06/02/16, 05/15/17,
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