

Patient Services representative (PSR)

Duties

- Job Summary:
 - Greet patients, schedule appointments and obtain complete and accurate patient demographic, insurance, and financial information and collect correct amounts due at SCL Health Medical Group clinics.
 - Answer phones, take messages, return calls and provide needed information, while documenting all phone calls accurately and completely in the electronic medical record (EMR).
 - Schedule patient appointments for visits, procedures, diagnostic tests, referrals and/or consultations.
 - Register patients. Confirm, enter, and/or update all required demographic data on patient and guarantor on registration system. Follow procedures when identifying patients.
 - Obtain copies of insurance card(s), forms of ID, and signature(s) on all required forms.
 - Verify information on appropriate accounts to determine insurance coordination of benefits, pre-certification/prior-authorization.
 - Complete the Medicare Secondary Payer (MSP) questionnaire when applicable.
 - Verify insurance to determine coordination of benefits and obtain authorization and/or referrals as required.
 - Screen for non-covered services and waiver of liability (ABN) through automated screening at time of service.
 - Inform self-pay patients of liability due and prepayment requirements.
 - Prepare estimate of procedures, calculate advance payment requirements on previous or bad debt and current balances.
 - Refer potentially eligible patients to financial counseling and/or contract eligibility vendor(s).
 - Refer complex or non-compliant patient financial issues to Clinic Manager or Revenue Service Center.
 - Collect patient payments and provide accurate receipt. Post payments in system. Reconcile receipts with cash collected and complete required balancing forms. Document patient account notes for all interactions/transactions.
 - Maintain department and/or individual work queues and reports as required.
 - Prepare medical records for patient appointments by compiling information from

various sources to include authorizations and non-Epic documentation.

- Accurately scans medical records as required for Medical Group or specialty office.
- Promotes mission, vision, and values of SCL Health, and abides by service behavior standards.
- Performs other duties as assigned.

Skills

- Required Skills & Experience:
 - Regular attendance to perform work on site during regularly scheduled business hours or scheduled shifts is required.
 - Excellent customer service skills, in person and via telephone.
 - Ability to work in a fast-paced environment.
 - Ability to multitask.
 - Strong organizational skills and attention to detail.
 - Ability to maintain confidential information.
 - Contributes to a positive work environment that is supportive of co-workers and patients & needs.
 - The employee & dependability in reporting for work as scheduled and on-time.
- Preferred Skills & Experience:
 - One (1) year customer service experience is preferred.
 - One (1) year experience in related/medical field is preferred.
 - Understanding of Medical Terminology is preferred.

Education

- Required Education:
 - High School diploma or equivalent is required.
- Preferred Education:
 - N/A
- Required Certifications & Licensure:
 - N/A
- Preferred Certifications & Licensure:
 - N/A