



## **JOB DESCRIPTION**

Job Title: Patient Service Representative  
F.L.S.A. Status: Non-Exempt

### **Position Summary**

The Patient Service Representative is responsible for acting as the first point of contact for patients by greeting, scheduling, check-in and out, gathering information, registering, collecting and posting payments. This position is critical to Starling Physicians: by providing outstanding patient care and maintaining the flow, the Patient Service Representative impacts the profitability of the organization, contribute to meeting the health care, safety and comfort needs of patients. These functions are performed in accordance with all existing regulatory, state and company standards, policies and procedures. Duties of a Patient Service Representative can vary from Division to Division.

### **Key Accountabilities**

#### **Patient Registration and Appointment Scheduling (Centricity)**

- Schedules and reschedules appropriate appointments for visits, treatments and other services as requested. Canceling or “No Show” patients’ appointments when appropriate.
- Completely and accurately register new and establish patients including input of demographic and insurance information into GM Centricity Practice Management System.
- Verifies and updates the following information each time an appointment is made:
  - Name and date of birth
  - Address
  - Home and/or Mobile phone numbers
  - Insurance information
  - Demands and reviews Eligibility response.
- Determine if visit is for an accident or injury, or other type of billable service (especially Ortho patients) to collect Workers Comp/Auto insurance information.
- Reviews required fields in GM Centricity system to assure that minimum data set information is current and up to date at each patient visit.

#### **Pre-Visit Prep Work: (follows departmental protocol)**

- Reviews Confirmation reports from reminder system vendor and makes confirmation phone calls, including financial discussions regarding payment of patient balances.
- Reviews patient eligibility prior to patient visits.
- Reviews Allscripts and/or GM Centricity to confirm all required Authorizations and Referrals are in place for scheduled appointments and procedures.
- Prints schedules in preparation for future appointments.

#### **Patient Check In (Registration and Payments collection):**

- Processes patients through new patient and established patient registration.
- Greets patients and visitors in a professional prompt, courteous and helpful manner.

- Verifies complete and accurate registration of patient' address, phone number, and insurance information and whether it changed since the appointment was made. Updates information in the GM Centricity system when additional or updated information is presented.
- Verifies insurance Eligibility.
- Adds email address if missing in Demographics.
- Takes photograph of patient.
- After all information is updated in GM Centricity, "arrives" patient in the GM Centricity or Phreesia system, and Allscripts EHR to facilitate documentation and billing processes for the patient appointment.
- Notifies clinical staff that patient is ready to be seen.
- Directs or assists patients in completing appropriate paperwork (on paper, or via Phreesia Pad/Mobil).
- Generates labels and prepares chart for visit or service (if applicable).
- Directs patient to location to wait or receive services.
- Responds to patient inquiries by providing information as requested.

### **Payment Processing:**

- Identifies and collects co-payments and account balance payments, which may include explaining benefits given from insurance verification process.
- Provides information regarding the Starling financial policies.
- Processes and posts payments in the system(s).
- Performs daily balancing and reporting for payments collected at the end of each day.

### **Patient Check Out:**

- Exits patients and provides information about follow-up appointments.
- Schedules follow-up appointment, tests and/or procedures as needed.
- Obtains required authorizations for future appointments and/or procedures when applicable.

### **Other:**

- Performs other clinical and administrative duties.
- Processes necessary paperwork by scanning documents that need to be linked to the patient's medical record and maintaining confidentiality. Scanning insurance cards yearly.
- Responds to patients' questions and investigates and communicates answers as appropriate.
- Receives and distributes mail (if applicable).
- Answers incoming calls and triages calls.
- Follows policies and procedures to ensure patient care needs are met through all telephone and in person interactions.
- Attends required staff meetings.
- Participates in front office training to stay abreast of front office policies and procedures.
- Coordinates communication and information with other departments as necessary.
- Maintains strict patient confidentiality in accordance with HIPAA, Starling Physician's Compliance and Privacy manuals.
- Adheres to OSHA regulations.
- Performs other duties as requested.

### **Relationships (Reports to, Supervises)**

- Reports to the Team Leader, Clinical Supervisor, or Practice Manager.
- Establishes and maintains effective working relationships with patients, co-workers, physicians, and the public.

## **Qualifications (Education, Experience, Additional Skills & Requirements)**

- High School graduate or equivalent.
- Good computer and math skills.
- Basic knowledge of cash handling.
- Minimum six months healthcare experience or other relevant office experience preferred.
- Knowledge of medical terminology a plus.
- Knowledge of third-party billing a plus.
- Must be detail oriented with good interpersonal and customer service skills.
- Ability to work effectively and professionally under pressure.
- Ability to work in a team and to share responsibilities and duties.
- Ability to resolve interpersonal conflict in a straightforward and timely manner.
- Ability to set priorities, be organized and be a self-starter.
- Ability to be friendly, empathic and an adept communicator.
- Ability to treat both staff and patients with respect.

## **Working Conditions, Physical Requirements**

- Support function will occur within various clinical settings and work spaces.
- Incumbent may be required to work at any facility based on operation need, and schedule may vary.
- Travel to various practice locations will require ability to drive, valid driver's license and use of own reliable transportation.
- Physical activity will include walking, standing, and sitting.
- Physical demands may also include lifting and carrying equipment up to 30 lbs. or providing physical assistance to patients.
- Other physical requirements include speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes; vision adequate to read correspondence, computer screen, forms, etc.; and good manual dexterity.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.