Gateway Family Health Clinic, Ltd.

Job Description Form

Division/Department:	**Business Services**
Location:	**Moose Lake, Sandstone or Hinckley/ Float**
Job title:	**Patient Care Representative**
Reports to:	**Lisa Balut, Bonnie Kepler with Mavis Hartman as Supervisor**

Salary Range:	**Type of position:**	**Hours : 40 HRS / wk**
	☐ **Full-time XX**	
	☐ **Part-time**	☐ **Exempt**
	☐ **Contractor**	☐ **Nonexempt X**
	☐ **Intern**	

General Description:

Includes, but is not limited to: appointment scheduling for GFHC providers and a variety of specialty providers, patient check-in and registration duties. Requires exceptional internal and external customer service to complete various components of this position.

Organizational Expectations:

Understands, communicates, and follows the mission, vision and values of the clinic.
Works cooperatively with clinic staff as part of a team environment. Prioritizes patient satisfaction and physician satisfaction in the delivery of work duties and responsibilities.

Education Requirements:

- High School Diploma or accredited equivalent.

Work experience Requirements:

- Preference given to graduates of health services programs or those experienced in the medical office environment or service industry.

Physical Requirements/Exposure potential:

- Able to bend, twist, and lift up to 20 pounds weight. Must be able to perform all physical demands of the position, including keyboarding, standing and/or sitting for long periods of time.
- Moderate exposure potential.

Responsibilities:

- To provide excellent internal and external customer service to our patients, and the members of our staff.
- Schedule appointments for providers according to scheduling guidelines.
- Accurately register and edit demographic and insurance information to assure clean claim processing.
- Scan business forms into EMR.
- Attention to detail when dealing with identifying numbers, date of birth, spelling, etc.
- Obtains required signatures for authorization of billing and claims procedures according to policy and procedure..
- Follows GFHC's HIPAA policy and procedure as relates to release of information, Privacy Notice distribution, etc.
- Insurance verification, both on-line and when customer presents.
- Demographic information verification when customer presents according to GFHC's Red Flag policy and procedure and also to assure billing accuracy as relates to claims processing. Updating all information accurately into computer system, according to appropriate procedure.
- Collection of co-pays and receipt of payments. Ability to speak comfortably with customer-patients regarding current balances due on account, when so directed. Direct to appropriate collection services staff for further billing questions or delinquent accounts.
- Daily cash reconciliation.
- Answering telephone calls, forwarding calls when appropriate, and message distribution.
- Maintain confidentiality as a priority.
- Other duties, as assigned.

2020 **Patient Care Representative**