



JOB TITLE: Front Office Specialist

DEPARTMENT: Front Office

STATUS: Full-Time, Non-exempt

SUPERVISOR: Front Office Manager

GENERAL JOB DESCRIPTION

Responsible for handling front office reception and administration duties, including greeting guests and offering assistance, answering phones, handling inquires and maintaining patient accounts.

MAJOR DUTIES AND RESPONSIBILITIES:

- Responsible for opening and closing offices on a daily basis.
- Welcomes and greets patients and visitors, answering and referring inquires.
- Registers new patients and updates existing patient demographics by collecting details patient information including personal and financial information.
- Verify insurance authorizations and eligibility and obtain necessary information when applicable.
- Facilitates patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff. Will occasionally move about inside the office to communicate amongst providers, staff and access patient files.
- Ensures availability of treatment information by scanning and filing patient forms.
- Address patient alerts and communicates with billing and insurance staff as needed.
- Comforts patients by answering patients' questions and showing compassion at all times.
- Obtains revenue by recording and updating financial information; posting patient charges; filing claims; collecting and posting patient copays, deductibles, coinsurance and past due balances.
- Balances cash drawer and end of day batches/reports to ensure all payments and charges were posted appropriately and accurately.
- Keeps medical office supplies adequately stocked by anticipating inventory needs, placing orders, confirming invoices and monitoring office equipment.
- Protects patient confidentiality, making sure protected health information is secured by not leaving PHI in plain sight and logging off the computer before leaving it unattended.

- Prepare patient charts ahead of time by verifying insurance eligibility, confirming balances and credits, and notating any needed patient updates.
- Maintains operations by following company policies and procedures.
- Contributes to team effort by accomplishing results as needed.
- Responsible for keeping the reception area clean and organized.
- Attend front office meetings as necessary.
- Meet all standards identified in the Values, Mission and Vision Statement.
- Other duties as assigned.

QUALIFICATIONS:

Multi-tasking, Flexibility, Telephone Etiquette, Customer Service, Time Management, Organization, Attention to Detail, Scheduling, Word Processing, Professionalism, Quality Focus, Dependable and Reliable

EDUCATION AND EXPERIENCE

- High school diploma or GED required
- 1+ years' experience in medical office desired
- Ability to handle a fast-paced environment and prioritize tasks based on importance
- Excellent communication and problem solving skills
- Familiarity with Microsoft Office and desktop software

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.