

I. TITLE OF POSITION: CUSTOMER SERVICE REPRESENTATIVE

II. NATURE OF POSITION: The customer service representative is a member of non clinical team, working closely with medical assistants, nurses, and providers to assure that patients are seen quickly and efficiently. CSR's will help the patient receive a full range of primary and preventive care of the highest quality in a sensitive manner. Must be able to work in a Patient Centered Medical Home model. Must facilitate partnerships between patients, physicians and health teams with focus on care coordination and integration of treatment internally and externally. Must work diligently to assure that services are accessible, continuous, comprehensive, coordinated, compassionate, and culturally effective. Must be committed to eliminating barriers to care that is centered on the needs and convenience of patients above all other factors.

Customer Service Representatives must multi-task and may be assigned a specific range of duties by their supervisor to improve efficiency and assure quality of patient care.

III. QUALIFICATIONS

- High School diploma
- Knowledge of Medical terminology
- Clerical experience
- Medical Record experience
- Computer skills
- Excellent people skills
- Money handling experience a plus
- Good basic reading, writing and math skills
- Ability to use discretion in handling confidential information

IV. SALARY GRADE AND CLASSIFICATION: Non-exempt

V. RESPONSIBLE TO: CSR Supervisor

VI. RESPONSIBILITIES:

A. Patient Registration & Check Out

- Answering Telephone
- Opening mail and sending mail
- Requesting supplies
- Scheduling Appointments
- Translating for patients
- Passing out Birth Certificate Information Packets
- Assisting with CoverKids applications
- Patient Check in
- Verifying Insurance/Passport (In Network & Out of Network)
- Scanning Patient ID/Driver License, Insurance Card, Capturing Patient Picture
- Creating charts (Different Numbering Systems for Clinics)
- Printing Encounter Tickets
- Pulling Charts
- Filling Charts
- Disclosure of Patient Information to other Medical or legal entities
- Check Out
- Run daily Batch report and balancing batch report
- Collect and turn in all Encounter Fee Tickets daily to the Billing Department
- Keep track of all payments put into the system through Check Out
- Responsible for sending all payments to accounting department daily.

B. Assist Patient

- Possess a positive demeanor
- Register & check out patient in timely manner
- Answer patient questions
- CoverKids application or Birth Certificate information packet
- Take patient messages for Medical Assistants and Providers

C. Assist Medical Assistant

- Pull Charts with Encounter Fee Ticket attached
- Enter insurance in the system for Lab work
- Sign in charts and put into provider mail box
- Take messages for Medical Assistant & provider

D. Assist Medical Provider

- Check over Encounter Fee Ticket to make sure it is complete
- Rotate Walk ins to each provider
- Communicate with provider about the front desk policies and procedures
- Communicate the needs of the patients

E. Assist Supervisor

- Reporting Patient complaints
- Accountability of payments received in system
- Clear all encounters that are not seen by a Provider
- Send out medical records in a timely manner
- Enter/Verify insurance for every patient
- Correct mistakes made through registration

F. Member of Health Care Team

- Maintain a warm and professional demeanor
- Maintain cultural sensitivity to a diverse customer and team composition
- Act as a team member
- Take initiative in assisting other team members when needed
- Understand and comply with JCAHO patient safety standards including Guest Sign in book at all sites
- Understand and comply with OSHA's Bloodborne Pathogen Standard and other OSHA safety measures
- Understand and comply with infection-control precautions
- Understand and comply with HIPPA and patient confidentiality standards
- Stay informed of insurance and TennCare information as it affects services
- Participate in continuing education, staff meetings and committees as requested
- Participate in cross-training to assure ability to move among clinic support positions
- Assist all sites in necessary staffing as requested
- Related duties as assigned

VII. DECISION-MAKING: Moderate supervision to minimal with competency and experience

VIII. PHYSICAL REQUIRMENT

- Report to work at location as assigned
- Requires continual movement with limited lifting
- Have sufficient manual dexterity to operate telephone system, computer keyboard, copier, fax or other office or medical equipment
- Be sufficiently mobile (standing and reaching) to access and utilize required equipment, supplies and resource material with reasonable accommodation
- Possess sufficient vision and hearing acuity to see and hear callers team members and patients with reasonable accommodation

IX. SUPERVISORY RESPONSIBILITIES: NONE