

FLORIDA HEART ASSOCIATES

JOB POSTING

CUSTOMER SERVICE REPRESENTATIVE – Front Desk – Full-Time

REPORTS TO: Supervisor – Patient Account Services

DUTIES INCLUDE, BUT NOT LIMITED TO:

- Greet incoming patients and visitors in a prompt, courteous, and helpful manner
- Electronically tags patients in upon arrival through EMR software system
- Answers incoming calls, screens calls, checks and return voice-mails, and transfers calls appropriately and promptly
- Accurately enters patient demographics and updates information in patients' EMR
- Verify insurance information and updates any changes in EMR when applicable
- Scan patient photo I.D. and insurance card at every visit
- Obtain and ensure that necessary forms and signatures, including new patient packet, HIPAA policy, and patient financial responsibility, are completed
- Appropriately directs patients to the financial counselor when necessary
- Collects patient copays and issue receipts, including past due balance upon check-in
- Posting payments and prepares deposits at the end of the business day
- Directs patient complaints to Supervisor – Patient Account Services when appropriate
- Maintains confidentiality of all patient information; adheres to all HIPAA guidelines/regulations.
- Supports the organization's mission, vision, and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect, professionalism, commitment to our community, accountability, and ownership
- This position may require rotation between departments
- This position will require rotation between all office locations

QUALIFICATIONS:

- Knowledge of customer service
- Knowledge of insurance CMS, HMO, PPO, and managed care insurances
- Ability to read, analyze and interpret patient demographics
- Ability to respond to common inquiries by patients
- Ability to effectively present information to management and employees
- Ability to work under stress, with interruptions and deadlines
- Ability to exercise independent judgment
- Ability self-direct and organize work of self and others
- Ability to interpret federal/state and other regulatory agency's law and guidelines
- Ability to process verbal information and input this information into the computer system
- Ability to follow complex instructions
- Ability to master basic math skills
- Ability to think logically in following procedures and instructions
- Ability to utilize the FHA information system
- Ability to enter and retrieve data from computer
- Ability to operate modern office business machinery
- Ability to operate phone system with staff, patients, and healthcare providers

- **Ability to communicate in a calm and professional manner**
- **Ability to view data on the FHA information system and in various written formats.**
- **Ability to communicate on the phone**
- **Ability to effectively communicate and interact with coworkers, insurance company staff, hospital staff, patients, public, physicians, and clinical staff**
- **Ability to train staff in an easy to understand manner**
- **Ability to work well with medical practice staff**
- **Ability to rotate among FHA facilities as required**

EDUCATION: High school diploma or equivalent.

EXPERIENCE: Customer service experience required. Medical office experience is preferred but not required.

Florida Heart Associates is an Equal Opportunity Employer and is proud to be a drug and tobacco free organization.

Job Posting August 1 – August 8, 2022