

**FLORIDA HEART ASSOCIATES**

**JOB POSTING**

**CUSTOMER SERVICE REPRESENTATIVE**  
**SCHEDULING – REFERRALS – Full-time**

**REPORTS TO: Manager – Clinical Support**

**DUTIES INCLUDE, BUT NOT LIMITED TO:**

- **Schedule and re-schedule appointments, referrals, and office procedures including, but not limited to: office visits, new patient consults, referrals, Holters, event monitors, echocardiograms, ambulatory surgery center procedures, regular and nuclear stress tests, carotids, pacemaker checks, PVR's, vascular studies, defibrillator checks, nursing procedures, lipids and protime checks and hospital follow-up visits**
- **Enter new patient demographic information into EMR**
- **Review and update established patient demographic information in patient's EMR**
- **Obtain referrals as necessary for payment.**
- **Check daily that the following day's nuclear test schedule is completely booked and, if not, adjust as needed; includes other departments**
- **Receive calls from hospitals and page hospital consult to the appropriate provider**
- **Handle patient compliments and complaints and direct to supervising manager when necessary**
- **Identify operational issues and suggest possible improvements**
- **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**
- **Punctual, dependable and regular attendance required**
- **Perform other necessary duties as directed by supervising manager**

**QUALIFICATIONS:**

- **Working knowledge of insurance authorizations and referrals process**
- **Knowledge of insurance and payers (policies and guidelines)**
- **Knowledge of physician office schedules and rotations.**
- **Medical terminology knowledge**
- **Knowledge of computer systems and applications.**
- **Knowledge of grammar, spelling, punctuation, and sentence structure to appropriately communicate with patients, physicians, and referring physicians' office staff.**
- **Ability to prioritize and organize multiple tasks.**
- **Skill in answering the telephone in a prompt, courteous, helpful, and professional manner**
- **Ability to speak clearly and concisely**
- **Ability to interact with staff members, patients, physicians, and referring physicians' office staff appropriately**
- **Ability to deal with a high volume of inbound telephone calls**
- **Ability to work in a fast-paced, sometimes stressful environment**

- **Ability to accept and deal with last-minute scheduling changes in a calm, professional manner**
- **Ability to work effectively as a team member**
- **Ability to maintain the strictest confidentiality**

**EDUCATION:**

- **High school diploma or equivalent.**

**EXPERIENCE:**

- **Minimum of one year of medical office and/or call center experience required.**
- **One year of experience with insurance referrals preferred.**

**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**