



Mountain Valley Orthopedics, P.C.

## Job Description

### Customer Service Representative

<b>Main function</b>	This position is responsible for greeting patients, answering the telephone, forwarding calls to appropriate personnel, scheduling appointments; verifying insurance benefits for patients, preparing daily charts for patients to be seen: scanning of patient demographics and attaching to EMR chart.
<b>Duties and Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Philosophy <ul style="list-style-type: none"> <li>– Supports the facility's ideology, mission, goals, and objectives</li> <li>– Performs in accordance with the facility's policies and procedures</li> <li>– Follows the facility's standards for ethical business conduct</li> <li>– Recognizes patients' rights and responsibilities and supports them in performance of job duties</li> <li>– Participates in facility committees, meetings, in-services, and activities</li> <li>– Seeks out additional assignments and duties</li> </ul> </li> <li>2. Work Quality <ul style="list-style-type: none"> <li>– Performs duties in an accurate and organized manner</li> <li>– Adheres to policies and procedures in performance of duties</li> <li>– Ensures knowledge of job and asks questions when unsure</li> <li>– Completes duties within appropriate timeframes</li> </ul> </li> <li>3. Personal Attributes <ul style="list-style-type: none"> <li>– Shows initiative and dependability including punctuality and attendance</li> <li>– Displays good judgment</li> <li>– Cooperates and is flexible</li> <li>– Follows appropriate dress code presenting a professional image</li> </ul> </li> <li>4. Customer Service <ul style="list-style-type: none"> <li>– Fosters a culture of outstanding patient service showing courtesy in interactions with patients, physicians, and co-workers</li> <li>– Presents good telephone skills</li> <li>– Responds promptly to patient needs and co-worker requests</li> </ul> </li> <li>5. Communication and Teamwork <ul style="list-style-type: none"> <li>– Expected to be a positive and responsible team member with a good attitude</li> <li>– Presents good oral and written communication (documentation) skills</li> </ul> </li> <li>6. Professional competence <ul style="list-style-type: none"> <li>– Participates in continuing education and other learning experiences</li> <li>– Shares knowledge gained in continuing education with staff</li> <li>– Seeks new learning experiences by accepting challenging opportunities and responsibilities</li> <li>– Welcomes suggestions and recommendations</li> </ul> </li> <li>7. Customer Service Representative Duties <ul style="list-style-type: none"> <li>– Greets all patients upon presenting at office.</li> </ul> </li> </ol>

<b>Duties and responsibilities, continued</b>	<ul style="list-style-type: none"> <li>– Registers all new and established patient information in the computer, scans photo ID and insurance cards into patient's EMR chart</li> <li>– Scans and attaches all demographic information into patient's EMR chart.</li> <li>– Reviews medical history forms for completeness.</li> <li>– Schedules new patient appointments, established patient appointments, reschedules appointments that have been missed or requested by the patient.</li> <li>– Messages appropriate physician regarding missed, rescheduled or cancelled appointments and handles according to physician direction.</li> <li>– Prints fee-slips and physician schedules for following business day and prepares according to physician requirements.</li> <li>– Filling copier with paper each night.</li> <li>– Collects co-pays and balances</li> <li>– Process daily all charges and payments from patients visits.</li> <li>– Posting patient payments and balancing at the end of business day.</li> <li>– Schedules follow up appointments.</li> <li>– Runs end of day reports, and reconciles payments received for the day. Copies checks, attaches to reports and verifies petty cash envelope.</li> <li>– Scans any written orders and attaches to electronic chart.</li> <li>– Writes school/work notes and/or prints from EMR.</li> <li>– Calls recall patients to schedule follow-up appointments.</li> <li>– Responsible for the answering of incoming phone calls, making patient appointments, and forwards all calls to appropriate office staff.</li> <li>– Verifies insurance coverage with insurance companies for all new patients and new problem patients, entering information in insurance verification field and account notes.</li> <li>– Verifies auto insurance patients to determine open claims and insurance information for correctness. Inputs all data into computer.</li> <li>– Enters all authorizations, manually counting down authorizations and entering information in account note.</li> <li>– Re-verifies Medicare ID numbers and patient names when denied for correctness by Medicare.</li> <li>– Other duties as assigned by management.</li> <li>– Compliance with HIPAA, OSHA Regulations.</li> <li>– Rotation to the East Stroudsburg, Tobyhanna, West End and Milford office as needed.</li> </ul>
<b>Asset Responsibility</b>	<ul style="list-style-type: none"> <li>– Assist patients with registration process (check in and check out).</li> <li>– Assist with phone calls, collection of co-pays and balances.</li> <li>– Responsible for verifying patient insurance.</li> <li>– Responsible for answering and handling telephone calls.</li> </ul>
<b>Requirements</b>	<p><i>Required</i></p> <ul style="list-style-type: none"> <li>– High School or GED graduate.</li> <li>– Strong ethical and moral character references</li> <li>– Good computer skills</li> <li>– Travel between Mountain Valley offices is required</li> </ul> <p><i>Preferred</i></p> <ul style="list-style-type: none"> <li>– Typing of 40 w.p.m. or more with accuracy and neatness, knowledge of Microsoft Word or Word Perfect, medical terminology, CPT and ICD-9- coding, experience with handling insurance company requests and questions (pre-certifications/pre-authorizations). 1-2 years medical office experience.</li> <li>– Must enjoy working with the public, be pleasant with the patients, thorough with attention to detail and be a team player.</li> </ul>
<b>Job quality</b>	<ul style="list-style-type: none"> <li>– Accuracy</li> <li>– Attention to detail</li> </ul>

**Customer Service Representative**

<b>requirements</b>	<ul style="list-style-type: none"> <li>– Timeliness</li> <li>– Organization</li> <li>– Low degree of supervision needed to accomplish tasks</li> <li>– Strong follow through</li> <li>– Strong customer service skills</li> <li>– Ability to multi-task and think pro-actively</li> </ul>
<b>Dependability</b>	<ul style="list-style-type: none"> <li>– Attendance</li> <li>– Punctuality</li> <li>– Ability to follow instructions</li> <li>– Ability to meet deadlines</li> </ul>
<b>Physical/mental requirements</b>	<ol style="list-style-type: none"> <li>1. Varied activities including sitting, standing, walking, stooping, lifting, bending, reaching</li> <li>2. Must be able to lift up to 30 pounds</li> <li>3. Must be able to use a variety of office equipment including phone, copy machine, writing instruments, pc, fax, calculator, internet.</li> </ol>
<b>Working conditions (environmental)</b>	Possible exposure to communicable diseases, bodily fluids, Hepatitis B vaccination required
<b>Reports to</b>	Customer Service Coordinator
<b>Supervises</b>	Not applicable
<b>Contacts</b>	Patients, Patients' family/significant others, Physicians and physician office personnel, Insurance companies, and vendors
<p><b><i>All positions with Mountain Valley Orthopedics are to use due care in the use and communication of patients' protected health information. It is every employee's principal job function to ensure patient confidentiality and failure to maintain confidentiality may, and will, result in sanction and/or discharge.</i></b></p>	
<p align="center"><b>Employee Statement</b></p> <p>I have read and understand the Customer Service Representative job description and have the ability to perform the essential functions of this position.</p>	
<hr/> <p><b>Employee's Signature</b> <span style="float: right;"><b>Date</b></span></p>	