



Call Center Position

Pay: From \$19.00 per hour

Job description:

Handle many inbound and outbound calls to and from patients answering their questions and addressing any issues or concerns they may have. Communications with patients may be via phone, text, fax, email or the online Patient Portal.

Main Job Tasks, Duties and Responsibilities

- Confirm patient benefits daily and collect necessary payments.
 - Manage Tele-Medicine appointments.
 - Accurately record and deliver messages.
- Greet, welcome and direct patients in a friendly, courteous and concerned manner.
- Use the electronic health records systems (EHR) along with other software such as electronic e-mail, a planning calendar, Microsoft Office Package and other software as needed.
- Manage the Practice Scheduler which includes scheduling, rescheduling, completing check-in and check-out process, and canceling patient appointments.
- Maintain accurate patient information (such as: verifying Patient ID, updating demographics, contact information, insurance, and billing).
- Upload all necessary patient documents (such as: Patient ID, insurance card, patient forms and letters).
 - Perform all tasks in full compliance with HIPAA regulations and standards.
 - Answer calls / requests as well as voice messages throughout the day and route, as necessary, to appropriate individuals.
 - Maintain a clean and orderly office and work area.
- Participate and follow all Opening and Closing procedures and Cleaning Schedule for trash, break room and fridge
 - Complete all required trainings.

- Perform a variety of routine clerical tasks; i.e., referrals, scanning, copying, etc.*
- Any additional tasks assigned by your Manager or Supervisor.

**The company reserves the right to review, add or change duties at any time as dictated by company needs*

Job Qualifications

- Education: High school diploma or equivalent
- Experience: Some previous work-related experience

Skills

- Excellent verbal and written communication
- Knowledge of Microsoft Office
- Service orientation
- Critical thinking
- Active listening

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible schedule
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Work Location: In person