



Tallahassee Orthopedic Clinic
The Team Behind the Team

Clerical Support – FLOAT

POSITION SUMMARY

Provide coverage, as needed, to provide assistance to the Front Office, Appointments, Patient Financial Services, and Medical Records Departments.

ESSENTIAL FUNCTIONS

- Greet and welcome patients to clinic
- Verify and enter all patient demographics and insurance information in the computer system including authorization and referral numbers
- Collect co-pays, surgery pre-pays and outstanding balances due from patients for services rendered; Balance and batch all cash, checks and credit card charges collected
- Verify insurance eligibility of patients using various internet tools offer by payers
- Obtain all authorizations and referrals necessary for visit
- Provide financial counseling to patients within the clinic
- Obtain over-rides from providers when patients can not pay on surgical pre-payments
- Perform a variety of scheduling duties including answering incoming calls; coordinating and confirming appointment times; answering patient questions; communicating exam instructions accurately; directing calls and messages to the appropriate personnel; scheduling appointments for new and returning patients
- Prepare and scan all patient medical records in EMR system, giving attention to detail and ensuring accuracy
- Maintain patient medical records including scanning, retrieving, and distributing per requests from authorized parties
- Perform other responsibilities associated with this position as deemed appropriate

GENERAL COMPETENCIES DESIRED

- Ability to be a team player and be flexible; multi-task, communicate effectively; prioritize responsibilities
- Ability to learn and understand complexities of medical and insurance terminology
- Ability to correlate and adapt to changes within insurance processes and eligibility verification
- Strong interpersonal, communication, and organizational skills
- Detail oriented paying specific attention to accuracy
- Ability to work in a fast-paced environment remaining calm and helpful under pressure
- Excellent customer service skills required
- Strong PC skills required with a typing speed of approximately 35 wpm

PHYSICAL DEMANDS

Standing or sitting for long periods of time. Some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity necessary for operation of basic office equipment such as a keyboard, calculator, telephone and copier. Requires hearing and eye sight in normal acuity range. Requires ability to work quickly under high stress with patients who are irritable or confused.

CREDENTIALS DESIRED

Must have a high school diploma or equivalent and at least one year of relevant work experience in a medical office.