Patient Intake Specialist

POSITION SUMMARY

Provide customer service and professionalism to support patient flow in the clinic. Register patients for scheduled appointments by verifying demographics and insurance information, obtaining initial authorizations and referrals, and arranging all documentation for visits.

ESSENTIAL FUNCTIONS

- Greet and welcome patients to clinic
- Verify and enter all patient demographics and insurance information into the computer system including authorization and referral numbers
- Collect co-pays, surgery prepays, and outstanding balances due from patients for services rendered.
- Balance and batch all cash, checks, and credit card charges collected.
- Schedule follow-up appointments on an as needed basis.
- Take in disability forms.
- Verify all demographics and insurance information for patients.
- Obtain all authorizations and referrals necessary for visit.
- Prepare all documentation for visits including creating charts for new patients.
- Perform other responsibilities associated with this position as deemed appropriate.

GENERAL COMPENTENCIES DESIRED

- Basic knowledge of insurance plans and medical terminology.
- Ability to be a team player and be flexible.
- Ability to multi-task, communicate effectively, and organize and prioritize responsibilities.
- PC skills with a typing speed of approximately 30 WPM.

PHYSICAL DEMANDS

Work may require sitting and/or standing for long periods of time; also stooping, bending and stretching for files and supplies. Occasionally lifting files or paper weighing up to 30 pounds. Requires manual dexterity sufficient to operate a keyboard, calculator, telephone, copier and such other office equipment as necessary. It is necessary to view and type on computer screens for long periods and work in an environment which can be very stressful.

CREDENTIALS DESIRED

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