

**Premier Community HealthCare Group, Inc.**  
**Job Description**

**Job Title:** Patient Services Representative  
**Department:** Support  
**Reports To:** Office Manager (OM)  
**FLSA Status:** Non-Exempt  
**Prepared Date:** 06/2005      **Revised:** 5/2010, 10/2010, 5/2011, 2/2012, 5/2012, 7/2014  
**Approved By:** Chief Financial Officer (CFO)

**SUMMARY:** To provide daily activities for medical office support for patient registration to include answering telephone, appointment scheduling, registration, and insurance verification.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** includes the following, other duties may be assigned.

1. Greet and register patients and visitors in a timely and efficient manner.
  - a. Provide required forms to register/ update demographic information accurately in current practice management system.
  - b. Scan all registration and financial information into appropriate virtual folders at time of check-in for scheduled appointment for access across the organization.
  - c. Visitors to sign in/ out and receive name tag.
2. Determine, advise and collect patient's financial responsibility.
  - a. Verifying patient current insurance through web or phone.
  - b. Convert Patient insurance verification to imaging and enter in appropriate virtual folder for accurate billing.
  - c. Obtain documentation and accurately calculate patients' household income for Discount Fee Scale.
  - d. Collect and post payments for services using appropriate processes outlined in the current practice management system.
  - e. Ensuring all billing related questions, issues and concerns are routed to the Billing Department for resolution as needed.
3. Daily balancing for all methods of payments and petty cash.
  - a. Accountable for final posting of all patient charges.
  - b. Run and verify journal and credit card report for all cash and credit card payments.
  - c. Run and verify unapplied credit report, OM notified of unresolved encounters immediately.
  - d. Count and secure assigned petty cash.
4. Answers multiple phone lines in a prompt, courteous, and helpful manner.
  - a. Assist caller with non clinical issues, appointment scheduling and general site information.
  - b. Direct calls appropriately to the proper Care Team Member/Department in accordance to PCHG guidelines and protocol.
5. Responsible for providing and/or issuing patients' referrals.
  - a. Process prior to patient checkout preventative care and non-urgent referrals that do not require an authorization as tasked by referring provider.
6. Ensure patient confidentiality and EMR security at all times.
  - a. Maintain patient information within HIPAA guidelines.
7. Keep other care team members informed when situations occur that disrupts timely patient flow through site.
8. Consistently participates in and actively adheres to patient care expectations to attain clinical goals set forth in the PCHG Health Care Plans and the Quality Improvement / Quality Assurance (QI/QA)

**SUPERVISORY RESPONSIBILITIES:** None

**GENERAL DEVELOPMENT:**

1. Maintains a professional relationship and positive attitude with co-workers, the public, patients and the entire organization.
2. Maintains the highest professional and work ethics.
3. Displays enthusiasm toward the work, mission and vision of the organization.

**PROFESSIONAL KNOWLEDGE, SKILLS AND ABILITIES:**

1. High School Diploma or GED.
2. Basic understanding of medical terminology and documentation.
3. Ability to use basic mathematical skills.
4. Able to perform repetitive tasks.

**COMMUNICATIONS SKILLS:**

1. Exceptional Customer Service skills.
2. Ability to communicate effectively, verbally and in writing.
3. Excellent grammar, spelling and interpersonal skills.

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to lift 20 lbs. regularly and 30 lbs.-50 lbs. occasionally.
2. Ability to sit for long periods of time.
3. Direct exposure to computer screen.
4. May be exposed to contagious/infectious diseases.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) serving in this position. Employee(s) will be required to follow any other job-related instructions and to perform any job-related duties requested by any person authorized to give instructions or assignments.

I have received and read a copy of my job description and fully understand the requirements.

\_\_\_\_\_  
CARE TEAM MEMBER PRINT NAME

\_\_\_\_\_  
DEPARTMENT

\_\_\_\_\_  
CARE TEAM MEMBER SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SUPERVISOR'S SIGNATURE

\_\_\_\_\_  
DATE