



Posting Date: May 8, 2019

PATIENT ACCESS SPECIALIST / SCHEDULING SPECIALIST

PER DIEM

HARWICH PORT

SUMMARY/OBJECTIVE

The Patient Access Specialist/Scheduling Specialist oversees new patient communications, ensuring those that are new to OCHS receive the information they need, that OCHS receives the patient's previous records and that the patient is incorporated into a patient panel. The Patient Access Specialist/Scheduling Specialist also works with the Health Center Directors and medical staff leadership to ensure that physician templates are properly updated in eCW.

ESSENTIAL FUNCTIONS

New Patient Scheduling:

- Assists new patients in gaining access to care at OCHS and assists them in orientation to their health center of choice
- Works with management to ensure that new ACO patients are accommodated according to quality guidelines
- Enters patient demographics and insurance information into the EHR and checks insurance eligibility
- Educates patients in obtaining registration and other form(s) on the website or via other means
- Requests that patients obtain previous medical records prior to appointment
- Orients patients to the Patient Rights & Responsibilities and other information as posted on our website or via other means
- Directs patients to the Health Care Access Specialist when appropriate
- Ensures that new patients are scheduled with appropriately credentialed provider and follows scheduling guidelines
- Adheres to all HIPAA privacy and security policies practices

OTHER ESSENTIAL FUNCTIONS

- Scanning patient records

ADDITIONAL DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and

activities may change at any time with or without notice.

REQUIRED QUALIFICATIONS, EDUCATION, AND EXPERIENCE

- Position requires High School diploma or equivalent
- Knowledge of basic accounting principles
- Basic knowledge of Explanation of Benefits from insurance carriers
- Communicate effectively with business personnel and public
- At least 2 years prior experience in medical billing in an ambulatory setting
- Position requires knowledge of and experience with electronic medical records
- Basic computer experience

CORE COMPETENCIES

- Customer service
- Computer and EMR skills and knowledge
- Analytical skills
- Excellent communication skills
- Attention to detail
- Ability to problem solve
- Reliability

WORK ENVIRONMENT

Normal business office environment.

AAP/EEO STATEMENT

Outer Cape Health Services is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities and conflict resolution.

It is also the policy of OCHS to take affirmative action to employ and to advance in employment, all persons regardless of their status as woman, minority or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.