



JOB DESCRIPTION: PATIENT SERVICE REPRESENTATIVE

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| Reports to: | Practice Director |
| Direct Reports: | None |
| Date Approved: | 7/1/2021 |
| FLFA Status: | Non-exempt |

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| POSITION DESCRIPTION: | The Patient Service Representative serves as a liaison to provide patients with high quality and efficient administrative care; while treating everyone with respect, dignity, and concern. This entails a variety of tasks requiring interpersonal, technical, and critical thinking skills. |
| ESSENTIAL JOB FUNCTIONS AND POSITION REQUIREMENTS: | <ul style="list-style-type: none"> • Greets all patients and guests in a pleasant, professional, and courteous manner. • Scheduling: Determine type of appointment(s) needed; find appropriate date and time slots that accommodates patient within Michigan Oral Surgeons guidelines; Obtain and updates necessary patient demographics and insurance information; Reviews schedule daily for cancelations and actively work to fill openings. • Prepares patient's chart for visit by communicating with referring providers to obtain and log patient x rays and records. • Answers telephone in accordance with Michigan Oral Surgeons telephone etiquette guidelines. Completes administrative, insurance, and billing inquiries. Directs clinical questions to appropriate clinical staff. Takes and relays messages as needed. • Check patient in and out for appointments. • Billing: calculate patient copayments and deductibles. Collect and post patient payments. Post office patient charges. Submit claim to insurance. Respond to patient billing questions. • Insurance: Verifies insurance eligibility; submits and follows up on insurance authorizations; answers insurance questions regarding coverage for treatment being provided • Manages and mails patient letters to referring providers. • Maintains administrative office areas and patient waiting areas. • Other duties as assigned |



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| ORGANIZATIONAL EXPECTATIONS: | <ul style="list-style-type: none"> • Creates and maintains a positive, professional, efficient, and patient-centric work environment by supporting the Michigan Oral Surgeons mission. • Strong communication and critical thinking skills • Maintains confidentiality of information pertaining to patient, doctors, employees, and visitors. • Maintains knowledge of and complies with Michigan Oral Surgeons standards, policies, and procedures, including the Michigan Oral Surgeons Employee Handbook. • Willingness and ability to travel to other Michigan Oral Surgeons locations for meetings, coverage, and support. • Willingness to participate in events hosted by Michigan Oral Surgeons. • Uses resources efficiently. |
| MINIMUM PHYSICAL EXPECTATIONS | <ul style="list-style-type: none"> • Physical activity that often requires keyboarding, phone work and computer work. • Physical activity that often requires sitting, standing, walking, bending, stooping, reaching, and/or twisting. • Physical activity that sometimes requires lifting, pushing and/or pulling under 30 lbs. • Specific vision abilities required include close vision, depth perception, peripheral vision, and the ability to adjust and focus. • Manual dexterity sufficient to operate a keyboard, telephone, and other surgical and office equipment. • Must hear and speak well enough to conduct business over the telephone and face to face for long periods of time in English. |
| QUALIFICATIONS: | <p><u>EDUCATION:</u> High school diploma or equivalent</p> <p><u>CREDENTIALS/LICENSURE:</u> None</p> <p><u>MINIMUM EXPERIENCE:</u> No minimum experience required.</p> |