

JOB DESCRIPTION



JOB TITLE: Financial Service Representative

REPORTS TO: Patient Services Manager

EMPLOYMENT CLASSIFICATION: Full Time, Nonexempt

EXPOSURE CLASSIFICATION: Category III The normal work routine involves no exposure to blood, body fluids or tissues. Persons who do these duties are not called upon as a part of their duties, be asked to help with clean up, patient care, laboratory or other similar procedures where exposure may occur.

QUALIFICATIONS: An associate degree in business plus three years in a healthcare environment is required. Experience with electronic medical records is preferred.

PHYSICAL REQUIREMENTS: Must possess ability to communicate in the dominant language of the geographic region. Must be able to lift 30 pounds. Vision and hearing corrected to within normal limits is required. Independent mobility is also required.

ESSENTIAL JOB FUNCTIONS:

1. Check patients into unit/site to be seen by providers, verifying insurance, verifying patient demographics, and collecting payments.
2. Explain sliding fee program and provide paperwork needed when the need arises.
3. Seek assistance from New Patient Registrar if time does not allow you to assist new patients who need to register.
4. Seek assistance from a Financial Counselor should a payment plan be required.
5. Check patients out of the office, schedule follow-up appointments and print the patient's Medical Summary sheet.
6. Complete daily FSR report and deposits.
7. Exhibit compliance with FHC's corporate compliance policy.
8. Perform job activities in ways that are respectful, courteous and responsive while interacting with patients, visitors and co-workers.

NON ESSENTIAL JOB FUNCTIONS

9. Perform other duties and assume other responsibilities as apparent or as delegated.

PERFORMANCE CHARACTERISTICS:

Knowledge of Job: Has necessary knowledge of the methods, procedures and policies of the organization as they pertain to the performance of the assigned job.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described in employee's job description.

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Accepts accountability for meeting assigned responsibilities.

Attendance: Attends work regularly and adheres to policies regarding absences and tardiness. Provides adequate notice to the immediate supervisor with respect to vacation time and time off requests.

Judgment: Exercises good judgment in areas of responsibility. Identifies or assists in identifying alternative solutions to problems or situations.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of the same.

Relationships with Others: Shares knowledge with supervisor and staff for mutual benefit. Contributes to improving/maintaining high morale among employees. Develops and maintains cooperative and courteous relationships with patients, co-workers, vendors and visitors.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work. Attends meetings, training and other type organization sessions on time.

Safety and Housekeeping: Adheres to safety and housekeeping standards. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job duties and accountabilities.