



Metro Community Health Center

PATIENT ACCESS SPECIALIST

Metro Community Health Center is a nonprofit community health center located in Swissvale. This full-time position is responsible for patient scheduling, registration, financial collections and the daily clerical support of the health center for the delivery of Primary Care/Mental Health to the patients and families of Metro Community Health Center.

PRIMARY FUNCTIONS

- Demonstrate a high level of skill at building relationships and customer service
- Provide support to patients and their families
- Create new accounts by collecting registration data from new patients and creating new patient charts within the EMR
- Maintain accuracy of patient insurance information with all new and recurring patient visits, including scanning all insurance cards and updating income verification form
- Collect all co-pays, payments and balances, as required by office policies
- Maintain appropriate use of fax machine, copier and computer; as directed
- Check patients in and out for scheduled appointments
- Answers incoming calls from patients and assists patients with scheduling needs
- Obtain and enter new patient demographics; update patient information, as necessary, in the computer system to maintain accuracy for billing
- Obtain and verify patient insurance information (coverage and deductible) utilizing online tools
- Maintains compliance with all policies, procedures and laws
- Able to work in a fast-paced environment with high call volumes
- Other duties as assigned

REQUIREMENTS

- High school diploma or equivalent
- Customer Service Experience

ADDITIONAL QUALIFICATIONS

- Front office experience a plus

The ideal candidate will also demonstrate excellent communication skills and knowledge working with a diverse community. The candidate will be team oriented, organized and motivated.

Competitive wages, no weekends, or holidays, primarily daylight hours with one evening per week.