



## Metro Community Health Center



### **PATIENT ACCESS SPECIALIST**

**Metro Community Health Center extends great benefits to our eligible employees.**

**MCHC current benefits are:**

- MCHC pays 100% of the employee premium for UPMC Gold Small Business Medical, United Concordia dental, STD, LTD and Life insurance
- VBA vision coverage is offered as voluntary coverage that paid for by the employee
- Medical and Dependent Care FSA and HRA
- 2 weeks of paid parental leave
- 20 days (4 weeks) of PTO for your 1st two years
- 1 paid holidays
- 401k with a 4% match

#### **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.

**\*\*\*All candidates applying will need to be vaccinated for COVID and show proof of receiving the COVID vaccine before being interview and hired. \*\*\***