



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 Medical, United Concordia dental, STD, LTD and Life insurance
- VBA vision coverage is offered as voluntary coverage that is 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
- 12 paid holidays
- 401k with a 4% match

POSITION SUMMARY:

This position is responsible for patient scheduling, registration, financial collections and the daily clerical support of the health center for the delivery of primary care to the patients and families of Metro Community Health Center.

ESSENTIAL FUNCTIONS:

- Demonstrate a high level of skill at building relationships and customer service
- Provide counsel, support, advice, and 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
- Enter/apply patient payments to balances in computer system
- 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
- Triage calls within the department
- 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 or by contacting insurance companies
- Maintains compliance with all policies, procedures and laws
- Able to work in a fast-paced environment with high call volumes
- Other duties as assigned

POSITION REQUIREMENTS:

Education/Experience:

- High School Diploma or equivalent is required
- Demonstrated knowledge of medical terminology and HIPAA required
- Successful completion of a medical receptionist or related program or 1 year of medical office experience

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Noise level in the work environment is usually quiet.