



Patient Access Supervisor

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:

The Patient Access Supervisor will be responsible for supervising the front office process and workflow involving clerical functions, EMR management, ensuring patient centered service, and support of the clinical teams. Patient Access is the first step of our patient experience, and it is expected that quality, kindness, and respect are emulated by both management and staff. Program (MSSP), or state Medicaid value-based payment initiatives.

ESSENTIAL FUNCTIONS:

- Leads the registration and insurance authorization teams to ensure a positive patient centered experience and operational efficiency
- Ensures compliance with company policy, procedures and applicable laws
- Oversee the timely and accurate entry of patient information into the appropriate business information systems
- Monitors trends and key performance indicators on a regular basis
- Identifies opportunities for operational improvement and proposes changes to procedures
- Generate reports for the executive team and external agencies as needed
- Handles complex customer patient concerns
- Decreases and resolves both staff conflict and patient conflict when it is department related

- Co-leads integrated huddles with the Clinical Director/Clinical Operations Coordinator on scheduled basis to ensure open and clear communication between front and back offices.
- Coordinates with back-office staff regarding patient services
- Supports incentivization and quality efforts (e.g. S.O.A.P notes delegation, UDS data tracking, payer incentive documentation, etc.)
- Works in partnership with the Clinical Director/Clinical Operations Coordinator to enhance patient data capture and service
- Acts as a leader and mentor for front office staff
- Manages intake packets for new patients keeping the packets up to date and relevant to regulatory needs of the organization
- Maintains front office staff schedules
- Trains new front office staff
- Completes other duties as assigned

POSITION REQUIREMENTS:

Education/Experience

- Associate degree or equivalent experience
- 3 to 5 years of supervisory experience or lead in billing, admissions, scheduling or medical records
- 5 years of clerical experience in a medical office
- 2 years of EMR experience

Skills/Abilities

- Demonstrated knowledge of applicable state and federal laws
- Excellent organizational and administrative skills, flexibility and an aptitude for successfully handling unanticipated tasks or challenges
- Ability to work on a team or independently
- Non-profit experience preferred

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