



Position Title: Senior Medical Office Specialist (Bilingual)

Department(s) Patient Coordination Center

Supervisor's Title PCC Manager

FLSA Status Non-Exempt

Job Summary:

This job is responsible for providing our patients a seamless entry in to the American Vein & Vascular experience. The Senior Medical Office Specialist (Bilingual) interfaces with patients, payers, internal clinics and referring physician office team members to accurately authorize various and multiple appointments for consultations and procedures.

To answer incoming calls from patients and clinics, to provide information regarding services offered by American Vein & Vascular Institute and to determine and verify insurance and coordination of benefits from all sources.

Must have excellent customer Service skills and a sincere desire to make every patient, clinic and referring provider feel, welcomed and appreciated. Excellent oral and written communication skills and interpersonal phone skills.

Essential job functions and responsibilities:

- ❖ Verifies and confirms insurance coverage and calculates out-of-pocket estimates for initial and returning patient appointments.
- ❖ Responsible for follow-up calls and emails to patients for referrals and procedures.
- ❖ Submit authorizations for procedures as needed.
- ❖ Verifies and confirms insurance coverage and calculates out of pocket estimates for procedures.
- ❖ Assists in scheduling referrals and creating out of pocket estimates for initial and existing patient appointments.
- ❖ Assists with follow-up calls and emails on referrals and procedures.
- ❖ Assists with scheduling procedures as needed.
- ❖ Schedules patient appointments.
- ❖ Assists in obtaining referrals as needed.

- ❖ Answers incoming calls from patients and referring providers as well as internal clinics.
- ❖ Handles customers' inquiries and routes calls appropriately.
- ❖ Provides customers with product and service information.
- ❖ Identifies issues and complaints and directs to PCC Manager.
- ❖ Maintains safe, secure and healthy work environment by establishing and following standards and procedures; complying with legal regulations.
- ❖ Updates job knowledge by participating in educational opportunities.
- ❖ Follows the American Vein & Vascular Institute way by adhering to professional standards, policies and procedures of Federal, State, and local requirements.
- ❖ Enhances practice reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- ❖ Maintains a positive and professional attitude.
- ❖ Assists with Spanish speaking patients for all clinics.
- ❖ Assists Marketing with updates to patient paperwork.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service –Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; Displays courtesy and sensitivity. meets commitments.

Communications – Exhibits good listening and comprehension; Expresses ideas and thoughts in written form; Expresses ideas and thoughts verbally; Keeps others adequately informed; Selects and uses appropriate communication methods.

Adaptability – Accepts criticism and feedback; Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation.

Quality – Applies feedback to improve performance; Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Monitors own work to ensure quality.

Dependability- Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; Commits to doing the best job possible; Meets attendance and punctuality guidelines; Responds to requests for service and assistance.

Education and/or Experience

- ❖ High School Diploma or equivalent.
- ❖ 2 years' experience in working with insurance companies.
- ❖ 2 years' experience scheduling experience (medical setting preferred).

Required Qualifications/Skills: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills

- ❖ Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- ❖ Ability to write routine reports and correspondence.
- ❖ Ability to speak effectively before groups of customers or employees of the organization.

Mathematical Skills

- ❖ Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- ❖ Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

- ❖ Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- ❖ Ability to deal with problems involving several concrete variables in standardized situations.

Desired Qualifications/Skills:

To perform this job successfully, an individual should have knowledge of Spreadsheet software, Word Processing software and Internet software. EMR experience preferred.

Certificates, Licenses, Registrations

None

Supervision

None

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

ACKNOWLEDGED: Employee Signature

Date:

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date:

HR use only	
Job code	
Generic title	
Pay grade	
Management? (Yes/No)	
E/NE status (exempt/non)	
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