

LAC VIEUX DESERT HEALTH CENTER
HUMAN RESOURCES

P.O. Box 9, N5241 Hwy 45 Watersmeet, MI. 49969
Phone: 906-358-4587 Fax: 906-358-4118



JOB DESCRIPTION

POSITION: Patient Services Representative

LOCATION: LVD Health Center, Watersmeet, MI

SUPERVISION: Data Analyst

EMPLOYMENT: Full Time – Non-Exempt

SALARY/PAY RATE: Based Upon Experience and Qualifications

UPON HIRE:

- PTO
- Dental
- Vision
- Health Insurance

DESCRIPTION:

This position is accountable for receiving patients in a courteous, professional manner in a fast-paced, dynamic medical clinic environment. Additionally, this role will be responsible for scheduling patients on the phone or in person, along with verifying insurance coverage and collecting payments from patients. Given the busy nature of the clinic, the position requires the ability to effectively multi-task and remain focused amidst frequent interruptions. This position demands strong organizational skills, attention to detail, and the ability to balance customer service excellence with the operational needs of a high-traffic medical office.

RESPONSIBILITIES:

- Answer incoming telephone calls, screen and transfer as appropriate
- Greets patients and determines patient needs in a professional manner
- Registers patients according to established protocols
- Assists patients to complete all necessary forms and documentation including medical insurance

- Communicate with medical staff via phone, electronically, and in person
- Ensures patient information is accurate including billing information
- Ensures all patient forms are completed and given to the designated department in a timely manner
- Schedules patient appointments
- Responsible for patient appointment reminders
- Moves patients through appointments as scheduled
- Answers all incoming calls and deals with inquiries in a timely, professional, and polite manner
- Verifies Insurance coverage and Co-Pays
- Collects co-pays and payments
- Responds and complies to requests for information
- Completes all other clerical duties as assigned
- Maintains stock of form and office supplies
- Ensures reception area is well maintained, neat and clean
- Safeguards patient privacy and confidentiality

MINIMUM QUALIFICATIONS:

- High School Diploma
- Excellent communication skills, verbal, written and typed
- Professional and customer relation skills
- Well organized, detail oriented, accurate and efficient
- Must have efficient and accurate typing skills

PREFERRED QUALIFICATIONS

- Formal customer service training
- Working knowledge of healthcare insurance
- One year of prior experience in a medical office setting
- Valid CPR certification
- Working knowledge of an Electronic Medical/Dental Record system
- Familiar with patient statements, EOBs, co-pays, and deductibles as identified by 3rd party payers

WORK ENVIRONMENT/PHYSICAL DEMANDS

- Fast paced with occasional high pressure or emergent situations
- May wear PPE such as gloves or a mask
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public
- Frequent sitting, standing, walking, reaching, grasping, carrying, and speaking
- Occasional bending, stooping, lifting less than 20 pounds
- Lifting, carrying, pushing, and pulling up to 50 pounds, with assistance if needed
- Frequent use of computer, keyboard, fax and copy machine, and telephone

Preference will be given to qualified individuals of American Indian descent.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

Lac Vieux Desert Health Center Mission Statement: The Lac Vieux Desert Health Center strives to provide excellence in health care and to inspire a culture of wellness.

Date Approved by the Tribal Council: December 8, 2015

**LVD Health Center
Human Resources Department
P.O. Box 9, N5241 US 45
Email: careers@lvdhealthcenter.com**

**Website: <https://www.lvdhc.org>
Phone: 906-358-4587 Ext. 102**

SIGNED: _____

DATE: _____