

Medical Receptionist – Full Time

Job Description

Utilize electronic medical record keeping system to complete day-to-day tasks. Register patients for their office visit. Review patient records to verify proper documentation has been completed and information provided by patients in order to be seen by an HNA provider. Discharge patients from their appointments with providers. Schedule patients for follow-up visits, and external appointments, including testing (i.e., Ultrasounds, biopsies, etc.). Answering phones, managing scans and faxes electronically, and customer service. Maintain a working and growing knowledge of patient insurance plans. Cash management for receiving and recording patient payments. Occasional dealings with patient medications (refill, new, etc.) Adhere to HNA Standard Operating Procedures (SOP), to include, but not limited to HNA Patient Privacy Practices, OSHA Practices, HNA Compliance Program.

Responsibilities

- Verify patient insurances for clean claim processing.
- Obtain authorizations for patient encounters.
- Collect on past due balances in a timely and organized manner.
- Ability to maintain confidentiality of all information under HIPAA guidelines.
- Meet productivity and quality standards in timeframe given upon completion of training.

Skills

- 1+ years of experience in a medical accounts receivable related functions (i.e billing and collections of BlueCross/BlueShield, Commercial Insurance, Medicare Part B, Medicaid, and Worker's Compensation)
- Nephrology experience is a plus
- Understanding how to read an Explanation of Benefits (EOB) form.
- Computer literacy skills, including Excel spreadsheets and Microsoft Office products.
- Ability to be self-directed, coupled with exemplary time management skills and the ability to simultaneously manage multiple tasks.
- Understanding of the entire revenue cycle process.
- Goal oriented, attention to detail, and excellent decision-making skills
- Knowledge of ICD-9/ICD-10 and CPT Codes
- Excellent written and oral communication skills
- Excellent customer service skills
- Excellent follow-up and problem-solving skills

Submit resume and cover letter to humanresources@hnapc.com