

Job Title: Receptionist/Authorization Specialist
Department: Physician Practice
Classification: Exempt
Reports to: 1. Practice Manager
2. CEO/President

Summary

Serves patients by greeting and helping them; schedules appointments and maintains records and accounts.

Essential Functions

- Welcomes patients and visitors by greeting, in person or on the telephone; answers and/or refers inquiries
- Optimizes patients' satisfaction, provider time and treatment room utilization by scheduling appointments in person or by telephone
- Keeps patient appointments on schedule by notifying provider of patient's arrival; reviews service compared to schedule; reminds provider of service delays
- Comforts patients by anticipating patients' anxieties, answers patients' questions and maintains the reception area
- Ensures availability of treatment information by filing and retrieving patient records
- Contact Insurance carriers to verify patient's insurance eligibility, benefits and requirements for ordered tests, procedures, and referrals
- Request, track and obtain pre-authorizations from insurance carriers within time allotted by medical services
- Request, follow up and secure pre-authorizations prior to services being performed.
- Clearly document all communications and contacts with providers and personnel in standardized documentation requirements, including paper format.
- Maintains patient accounts by obtaining, recording and updating personal and financial information
- Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, collecting and expediting third-party claims
- Helps patients in distress by responding to emergencies
- Protects patients' rights by maintaining confidentiality of personal and financial information
- Maintains operations by following policies and procedures; reports needed changes
- Contributes to team effort by accomplishing related results as needed
- Other duties as assigned

Education/Experience

- High School Diploma or equivalent
- Working knowledge of computer-based applications and strong PC/keyboard skills with a minimum typing speed of 30 wpm
- Completion of a Medical Terminology course preferred
- Clerical experience in a professional office setting is preferred

Knowledge, Skills and Abilities

- **Required to maintain absolute confidentiality of patient care, patient accounts and hospital related matters.**
- **Required to abide by, and comply with, the provisions of the THS Corporate Compliance Policy.**
- Required to utilize positive Guest Relations principles in all interactions with patients, families, peers, third party payers and all members of the healthcare team
- Knowledge of basic office equipment such as copier, scanner, and fax machine, etc.
- Excellent communication, interpersonal and organizational skills
- Ability to communicate with all members of the health care team
- Ability to multi-task and prioritize assignments
- Strong attention to detail and demonstrated ability to use sound judgment in decision making

Work Environment

Work is performed primarily indoors in a generally pleasant work area. Physical demands are primarily the ability to work in a sedentary position with occasional periods of walking or standing and lifting and/or carrying boxes up to 40 pounds in weight.

Positions Supervised

None