

1091 – Coordinator- Customer Service-Stadium
1092-Coordinator – Customer service- Hilltop
1093- Coordinator – Customer service- Hilltop (prn)
1089- Coordinator- Customer Service- NE 5th Floor

Summary

Promotes a high level of customer satisfaction during patient interactions, requiring knowledge of departmental and corporate policies and procedures. Maintains accurate and timely billing information, processes appointments, and daily reconciles charge and payment entries and bank deposit. Incumbents are subject to overtime and callback as required. Performs other duties as assigned.

Responsibilities

- Verifies insurance, communicates regularly with carriers and other regulatory agencies for reimbursement purposes.
 - Performs daily and monthly close out procedures for internal controls and cash balancing.
 - Maintains working knowledge of insurance co-pays and deductible, and workman's compensation protocols to ensure accurate and compliant billing information.
 - Promotes customer satisfaction while maintaining a positive, professional manner in both verbal and nonverbal communication.
 - Possesses comprehensive knowledge of corporate policies and procedures as they relate to clinic operations.
 - Answers telephones, takes and directs messages on a timely basis according to the direction and location appropriate to maintain continuous work flow.
 - Maintains an organized and efficient work environment by keeping files and records neat and orderly to promote a smooth work flow and to ensure confidentiality.
 - Coordinates resources necessary to input accurate data, both demographic and medical, collect appropriate fees at time of service and assist patient with financial counseling when appropriate.
 - Carries out all other duties assigned by the Clinic Manager in a timely manner.
 - Completes assigned goals.
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Requirements, Preferences and Experience

Education

Preferred: Collegiate or medical trade completion. Associates Degree

Minimum: Skill in communicating clearly and effectively using standard English in written, oral and verbal format to achieve high productivity and efficiency. Skill to write legibly and record information accurately as necessary to perform job duties.

Experience

Preferred: One year's current experience with insurance billing and/or medical collection and medical terminology.

Special Skills

Preferred: Proficient with 10-key.

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Minimum: Type 30 wpm, 10 key experience, Excellent customer relations skills. Basic knowledge of Windows applications. Current knowledge of medical terminology.

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