EL DORADO COUNTY COMMUNITY HEALTH CENTER

JOB DESCRIPTION

JOB TITLE: Front Office Receptionist
REPORT TO: Front Office Supervisor/Manager
DIRECT REPORTS: None

JOB SUMMARY: Under the supervision of the Front Office Supervisor/Manager, this position is responsible for front office reception, patient check out, and general operator duties, while accurately using the electronic medical record to register and schedule patients within Center and HIPAA parameters. The Front Office Receptionist works in a team environment, is customer service oriented, and patient focused.

JOB DUTIES AND RESPONSIBILITIES

1. Greet and accurately register client demographics in electronic medical record.
2. Obtain and verify client insurance, and co-pay information.
3. Obtain client authorizations and check for accuracy of completed clinic forms.
4. Collect and log co-pays/deductibles/payments.
5. Make return appointments at the end of client visits.
6. Prepare and post charges from source documents and complete the daily deposits.
7. Responsible for the appearance of the lobby area; keep the area picked up, cleaned, and sanitized. Alert appropriate staff if there is an issue that needs to be addressed immediately.
8. Alert Front Office Supervisor/Manager of possible problems concerning client relations, client flow, and other functions of the clinic. Complete incident reports as required.
9. Verify patient eligibility, if applicable, with Medi-Cal and CMSP insurance products.
10. Assist in interpreting for non English-speaking clients if sufficiently proficient in the client's language.
11. Schedule new patient appointments. Re-direct those that have an HMO to the appropriate provider for service. Have knowledge of, and be able to explain, the Center's sliding fee scale. Assemble and mail new-client packages.
12. Acquire appropriate signatures for release of medical information.
13. Prepare outgoing mail on a daily basis, track postage balance, and ensure that mail is put out daily.

14. Report equipment or a supply needed to Front Office Supervisor; order office supplies when required.

15. Follow EDCHC infectious disease screening protocols for reception, including COVID-19.

16. Access *Form Doctor* to send, print and scan New Patient Registration and forms; updating demographic information.

17. Access EMR scheduling inbox to schedule follow up patient visits or other work as required.

18. Generate reports on *no show appointments*, call the patient to reschedule any identified missed appointment.

19. Other duties as assigned.

Community Contribution/Customer Satisfaction

1. Support and contribute to efforts to maintain and improve client satisfaction in all aspects of health care delivery.

2. Participate in outreach activities such as agency-sponsored health fairs/events when needed.

Safety

1. Follow all safety procedures and repot unsafe conditions to ensure an injury-free work environment.

2. Use appropriate ergonomic measures to reduce risk of work-related injuries.

ADDITIONAL DUTIES AND RESPONSIBILITIES OF LEVEL 3 FRONT OFFICE RECEPTIONISTS

1. Assist with training and mentoring other front office staff.

2. Ensure monthly completion of patient recall patients pending treatment reports.

3. Support other front office staff in the absence of the supervisor/manager.

4. Maintain knowledge of all service lines at EDCCHC and know how to refer patients to other service lines.

5. Be a EHR Super User and maintain a regular attendance at the monthly trainings. Maintain ability to train other staff in the front office on areas trained in the meetings.

6. Maintain inventory list of supplies for the department and compile supply order requests to be approved by the department supervisor/manager.

7. Assist in auditing front office paperwork, providing a list of deficiencies to department supervisor/manager.

8. Ability to run reports and visit planning for the department.

9. Assist in ensuring lunch coverage for assigned location, ensuring adequate signage of closure is posted when needed.

10. Maintain strong working knowledge of EDCHC billing practices and refer patients to billing when necessary.

11. Maintains proficiency with legal consent situations, to include: Guardianship, caregiver affidavit, minor consent, and foster care.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of:
  - Clinic policies and procedures.
  - Medical terminology.
  - General information about CPT, ICD-9, ICD-10, and HCPCS coding and insurance billing.
  - HIPAA
  - California consent to treat laws as applicable to a healthcare setting.

- Skills in:
  - Effective oral and written communication; bilingual (English/Spanish) preferred.
  - Organization of work and attention to detail.
  - Using a computer for word processing, billing, and e-mail.
  - Using a 10-key calculator and a Point of Sale (POS) system.

- Ability to:
  - Share the EDCCHC mission and work well in a team environment.
  - Develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds.
  - Be courteous and utilize professional behavior in all interactions with the public and staff.
  - Maintain the highest level of confidentiality of client information; HIPAA Compliance.
  - Make decisions within certain prescribed limits according to Policies and Procedures.
  - Determine priorities in workload and meet established deadlines.
  - Work in a fast-paced environment with frequent interruptions and maintain a positive disposition at all times.
  - Be flexible in accepting, changing or carrying out assignments.

QUALIFICATIONS

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

Experience:

An individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above.

Level 1 and 2:
One year of experience in customer service, clinical scheduling, and/or related clinical environment; along with working knowledge of medical terminology.

Level 3:
Three years of EDCHC experience in a clinical office performing front office receptionist functions.

Education and Certification:

- High school diploma or GED.
- Current CPR certification is preferred.

Transportation:

- Must possess a current unrestricted California driver's license, have reliable transportation, a clean driving record and auto policy as required by the state of California. Required to submit proof of licensure and insurance.

OTHER

Physical Requirements:
Normal health center/interior office environment: see, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 25 lb.; repetitive hand movement; use and view a computer; use a calculator, operate fax, copier, telephone; read and write English. Ability to drive and operate a car.

FLSA Status: Non-exempt

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

Salary Range: $22.28 - $27.97