

DME Coordinator

OrthoRx, Inc. is a National leader in providing management and administration of **orthotic and durable medical equipment (DME) programs** for orthopaedic physician practices. **OrthoRx** manages all aspects of the program for the physician-client, including but not limited to: inventory management, proper product fitting and adjustment, patient education, claim pre-certification and authorization, billing paperwork management, and collection services.

OrthoRx, Inc. is an Equal Employment Opportunity Employer and a Drug-Free Workforce. We offer a competitive salary and benefits package.

Job Description:

DME Coordinators provide on-site management of the **OrthoRx DME program** for contracted clients. Under the direct supervision and orders of the physicians, the **DME Coordinator** provides proper fitting and education of **orthopaedic durable medical equipment (DME)** for patients, gather necessary paperwork to facilitate billing on behalf of the practice and collect payments at the time of service. The **DME Coordinator** provides the highest level of customer service to patients, physicians, and all practice and surgery center personnel, and they strive to meet performance goals of both **OrthoRx** and the practice.

Specific Duties Will Include:

- Provide education to patients on the application, use, care, and expected outcome for products as indicated by the physician instructions and manufacturer recommendations.
- Educate patient on insurance plans and provisions, financial responsibility, and collection of patient portion.
- Insure that all necessary documentation is obtained as it relates to payer requirements, standard operating procedures, and OrthoRx compliance program.
- Perform patient/customer scheduling, education, order processing, delivery, and courtesy call back.
- Actively promote and foster good relations interdepartmentally and with external case managers, payers, suppliers, physicians clinical and surgery center personnel.
- Track, maintain, and order assets for the location including inventory and equipment.
- Manage site profitability.
- Comply with all elements of HIPAA, Medicare, Medicaid, and other required programs.
- Develop and maintain site specific operational manual.
- Take call after normal business hours as needed.
- Minimal travel for training or short-term assignments.
- Local travel may be required for product delivery and pick-up.

Specific Skills:

OrthoRx is seeking an employee with a professional image, technical product and clinical competency, direct patient care, computer literacy, an orientation to detail and organization, and excellent verbal and written communication skills.

This employee will also have strong medical terminology and anatomy knowledge, general understanding of insurance companies, the ability to handle multiple priorities, exceptional customer service skills, ability to work independently, good judgment and decision making skills.

Qualifications:

- BA/BS degree or MA/MS degree and two years related medical experience preferred.
- Licensed or NATABOC Certified Athletic Trainer preferred.
- Experience with the application of **durable medical equipment (DME)** preferred.
- Valid driver's license and proof of auto insurance.

To Apply:

To be seriously considered for this exceptional opportunity that can change your future, please submit the following information specifying your **preferred city** in the subject line to careers@orthorx.net :

- Resume in Word format
- Cover letter that includes your salary expectations
- Professional references

Your response will be held in the strictest confidence. Please also visit our website at www.orthorx.net.