

**Advertisement Summary:** We are seeking a Part-time Patient Service Representative to join our clinics' front desk team.

The ideal candidate is courteous, personable, organized and professional. The successful applicant for this position will also be detail oriented and flexible. The applicant should be able to communicate effectively with patients, clinicians, insurance companies and other individuals using a variety of communication methods.

**Anticipated Start Date:** As soon as possible

**Estimated Pay:** (based on experience)

**Schedule:** part-time various scheduling hours Monday – Friday 7am – 7:30pm

**Location:** STAR Health Science Complex/UD Health Clinics

**Role Description:**

UD Health, LLC is seeking a responsible, motivated individuals to assist with front desk administration in the clinics. Primary responsibilities include registering patients, front desk check-in, appointment scheduling, insurance verifications, authorizations/referrals, answering calls, email/messaging, collection/posting patient payments. You will also need to obtain medical history and keep patients updated in various aspects of those aforementioned processes. Along with various other duties upon request within the scope of the position. This position will offer an opportunity to work with multiple clinics within the UD Health organization. Experience with insurance verifications, prior authorizations, electronic health record systems are a plus, we will train for this position.

**Qualifications:**

- High school diploma or GED and two to three years of experience. Experience in a health care setting is preferred, or an equivalent combination of education and experience
- Experience in office operations, which includes fax/copy machines, answering/directing calls, taking appropriate messages, file maintenance, document scanning, credit card processing
- Experience in data collection, which includes collecting, compiling and maintaining data from multiple sources.
- Sensitivity to confidential matters and patient needs is extremely important. General knowledge of HIPAA guidelines is preferred but we will train you on this

**Resumes should be sent to Claudean Doles via email to the following address:**

[Claudean@udel.edu](mailto:Claudean@udel.edu)