



UNIVERSITY OF DELAWARE
HEALTH SCIENCES

POSITION: Patient Service Representative

LOCATION: Nurse Manage Primary Care Clinic-STAR Campus, Health Sciences Complex

PAY: \$15.00 hourly

Hours: M-F 9:00 am-3:00 pm-(27.5 hours weekly)

Context of the Job:

The Patient Service Representative performs specialized duties including processing, researching, analyzing, compiling, and maintaining administrative records and accounts. The successful applicant for this position will be detail-oriented, flexible, and will have responsibility as back up for total clinical office operations. The applicant must be able to communicate effectively with clients, families, clinicians, insurance companies, and other individuals in the community using a variety of communication styles. The Patient Service Representative greets and responds to patients, assist with documentation, gathers, and maintains personal information, and communicates with the family or guardian. Duties include collecting payments and processing insurance details, obtains medical history, and keeps the patients updated in various aspects. Preferred applicants will possess knowledge of medical billing, insurance verification, and financial processes.

Major Responsibilities:

- Responsible for obtaining or verifying information of clinic management data and resolving problems relating to medical and financial procedures and deadlines, while maintaining excellent client service and experiences.
- Researches and responds to routine and non-routine inquiries from patients, billing companies/organizations, and insurance companies.
- Reviews, verifies and processes financial and non-financial documents and payments. Reviews patient accounts, identifies delinquent accounts, and collect due amounts.
- Enter and Verify patient's insurance coverage and collect co-payments.
- Process credit card payments and balance daily cash deposits.
- Investigate and direct patient inquiries or complaints to appropriate medical staff members and follow up to ensure satisfactory resolution.
- Helps clinicians stay on schedule by placing appointment correctly, understanding impact of appointments scheduled and notify doctors when patient is running late.
- Check out patients upon appointment completion. Schedule for future appointments and inquire about any overdue charges. Answers any questions patients have.
- Assist with achievement of new patient goals by discussing positive qualities of the Practice during check-out. Demonstrate care, enthusiasm, and empathy. Understand practice goals and new patient process.

- Performs general office duties, such as document preparation, scanning, mailing, and filing.
- Maintains clean, neat work area.
- Maintain confidentiality of Patient PHI and any other related information according to Practice privacy practices and HIPAA.
- Maintains good attendance, arrive on time ready and prepared to perform job functions daily.
- Composes complex letters and/or memoranda, etc. (e.g., explaining department practices/policies) for own or supervisor's signature.
- Applies intermediate-advanced skills appropriate for the position or specialization, including, but not limited to, insurance authorizations and verifications.
- Utilizes word processing, spreadsheet, and database computer applications, including electronic medical billing software.
- Works under limited supervision with clearly defined procedures.
- Manages day-to-day front desk operations, including oversight of student workers. Welcomes patients, visitors, faculty, and guests to the Clinic.
- Other related duties as assigned.

Qualifications:

- High school diploma or GED and two to three years of experience. Experience in a health or educational setting preferred, or an equivalent combination of education and experience.
- Experience in office operations, which includes operating office machines including faxing, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies; processing credit card payments.
- Experience in data collection, which includes collecting, compiling, and maintaining data from multiple sources such as files, records, databases, customers, staff, or others.
- Knowledge of creating reports which includes combining and presenting data from multiple sources in an organized format.
- Sensitivity to confidential matters and patient needs is vitally important. General knowledge of HIPAA guidelines is required.
- Experience in obtaining administrative and financial information for which an administrator may base his/her decisions for making recommendations (e.g. materials purchasing, reimbursement rates).
- Experience with effective time management skills and streamlining workflow.

Contact Information: Please e-mail resumes to ddgreen@udel.edu