



MEDICAL FRONT DESK REGISTRATION

Job Category: Medical Services

Schedule: Full-Time

Location: Potosi

Required Skills:

- A high school diploma or GED is required.
- Associates degree preferred
- Must possess and maintain a valid driver's license.
- Able to pass background check and employment drug screen.
- Computer Skills, including Office 365, QuickBooks (or equivalent).
- Good oral and written communication skills; self-starter; great organizational skills; time-management capabilities.

Great Mines Health Center is currently seeking a Medical Front Desk Registration employee to complement our current front desk staff. The primary objective of the Medical Front Desk staff is to administer the day-to-day activities of the business office, including maintenance of patient records, scheduling of patients, accounts receivable, insurance eligibility and claims, maintaining appearance and order of the medical office and presentation of financial treatment plan options.

Job Duties:

- Check the daily schedule for accuracy.
- Schedule patients for efficient use of doctor and staff time.
- Confirm the next day and the next week's patients' appointments.
- Answer and respond to telephone calls with professionalism.
- Greet and welcome patients and visitors to the practice.
- Check in patients, verify, and update patient information.
- Gather and accurately record and update insurance information from patients.
- See that records are stored securely and handled in compliance with HIPPA.
- Discuss sliding scale fees and copays with patients for collection of payment.
- Maintains petty cash.
- Enter patient's financial activity into account.
- Prepares daily deposit for drawer at end of day.
- Post checks received, process credit card payments, record cash transactions.
- Helps explain office policy to patients.
- Make follow-up appointments.
- Backup to switchboard operator.
- Maintain knowledge of EMR templates and scanning ID and insurance cards.
- Basic functions and knowledge of Microsoft Windows.

- Behavior management regarding urgent patient situations and complaints and assess as necessary.
- Establish and maintain effective working relationships with co-workers, supervisors and the general public.
- Maintain relevant office supplies for effectiveness of personal duties.
- Operate a variety of standard office machines, including a personal computer and a variety of computer software, phone, fax, calculator, and photocopy machine.
- Maintains patient's confidence and protects operations by keeping information confidential.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations.
- Protects patients and employees by adhering to office policies and procedures.
- Maintain regular consistent and professional attendance, punctuality, personal appearance, and adherence to relevant health & safety procedures.
- Understand and adhere to insurance eligibility and enter into Aprima.
- Check Medicaid eligibility on all patients on Slide A and B, all pregnant patients and all children through Emomed.
- Responsible for prepping their schedule several days out.
- Responsible for communicating with patients through Artera messaging system.
- Responsible to pay attention to company email and correspondence daily.
- Responsible for collecting all paperwork and information necessary for Slide Scale patients.
- Process GFE's on all Slide Scale patients.
- Explain the Slide Scale Discount to all patients.
- Obtain photo ID and insurance cards at every visit.
- Confirm Phone numbers and addresses at every visit and when on the phone with patients, update as needed.
- Mark patients as discharged after visit is completed.
- Call all no-show patients and reschedule appointments.
- Maintain the schedules throughout the day.
- Follow all end of day procedures.
- Enter all Quality measures in the patient's chart from registration paperwork.
- Obtain registration and consent every year.
- Scan all documents into charts.
- Confirm/review guardianship documentation on all minors.
- Confirm all appointments for the next day schedules.
- Collect copays, fees, and towards balances at every visit.
- Update paperwork when new guardianship is in place.
- Obtain records release on all new patients. Update Health History forms on patients we have not seen within three years.
- Print provider schedules for the next day at the end of day.
- Return all voicemails in a timely manner.
- Check appointment history when scheduling and prepping.
- Be sure to list minors' parents in the Contact tab.
- Not permitted to meet with outside sources without acknowledgement and permission from administration.
- Maintains regular consistent and professional attendance avoiding tardiness and excessive absences.

- Displays productive behavior during down time.
- Maintains a professional appearance, and adherence to relevant health and safety procedures.
- Acknowledges responsibility of reporting conflicts, violations, or suspected violations in accordance with GMHC Policies.
- Acknowledgement of Policy, Procedures, Protocols, and emergency preparedness, including all yearly changes and updates.