



Tower Clock Eye Center

Patient Service Representative / Collections Coordinator

Job Summary:

We are seeking a highly organized and detail-oriented individual to join our team. In this dual role, you will work as a Patient Services Representative and a Collections Coordinator. You will be responsible for providing excellent customer service to patients and ensuring the smooth operation of the medical office and working through past due accounts and work to collect.

This role will be in-person in our Appleton office.

PSR Duties:

- Schedules all provider appointments, and when necessary, verifies/coordinates ancillary testing and all patient referrals.
- Reschedules, cancels, and handles no-show appointments according to established process.
- Greets and registers patients by gathering, verifying, and accurately entering in demographic and insurance information.
- Obtains signed registration sheets, permissions to file claims, releases, etc. and provides any requested information to patients.
- Determines insurance eligibility by comparing patient information to practice and insurance database. Collects copayments and personal payments, completes receipt for patient and follows appropriate policy to record transaction.
- Prepares day sheets while requesting and preparing the patient medical record for upcoming visit.
- Compares daily cash amounts against daily transactions to ensure records balance.
- Uses excellent guest relations skills in all interactions with patients, visitors, and staff. Handles inquiries about insurances accepted, office hours, services, locations, exam fees, doctor information, etc. using the correct methods/tools.
- Maintains personal notes on insurance companies and coverages, scheduling policies, compliance, etc.
- Assists other patient service staff as needed.
- Greets patients promptly and professionally. Builds sustainable relationships of trust through open and interactive communication and by going the extra mile.
- Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems to appropriate person when needed.

Collection Coordinator Duties:

- Collects all monies personally due from patients.

- Make outbound and receive inbound calls and consistently follow company's collection call model and techniques.
- Ability to negotiate while maintaining a manner which shows sensitivity, tact, and professionalism.
- Consistently and accurately document all information pertaining to accounts.
- Process payments by phone accurately
- Establishes and monitors personal payment arrangements.
- Verifies deductibles and outstanding balances due. Collects on remaining balance of deductibles prior to procedures performed.
- Answers patient inquiries regarding accounts.
- Researches, identifies and rectifies any special circumstances resulting in delayed payments.
- Communicates with patients regarding accounts that have aged over 30, 60, and 120 days.
- Locates patients for collection of past-due accounts.
- Identifies and communicates with doctors regarding no collectable accounts to be turned over to collections.
- Conforms to all company policies and procedures including punctuality, attendance and dress codes.
- Demonstrates flexibility in job assignment.
- Takes pride and ownership in success and image of Tower Clock Eye Center.
- Demonstrates initiative in accomplishing practice goals.
- Uses excellent guest relations skills in all interactions with patients, visitors, and staff.
- Greets patients promptly and professionally. Builds sustainable relationships of trust through open and interactive communication and by going the extra mile.
- Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems to appropriate person when needed.

Minimum Education Requirements:

- High school diploma or GED
- Minimum Background Requirements:
- Previous experience or training in this or similar position.
- Experience in a healthcare setting preferred.

Physical demands

- Must be able to sit and/or stand for long periods during the day
- Must be able to communicate clearly and concisely via the telephone
- Must be able to view and type computer data
- Must have manual dexterity to work with ophthalmic equipment

The Americans with Disabilities Act requires that reasonable accommodations be made for qualified individuals to help perform the required duties and tasks of the position. Please let us know at the time you apply for a position if you will need any special accommodations.

I have read and understand my job description.

Employee Signature

Date