



Call Center Representative

Position: Call Center Representative

Reports To: Front Office Manager

Overtime Status: Hourly, Non-Exempt

Scope: The Call Center Representative is responsible for answering a multi-line phone system and handling patient calls. Scheduling appointments and collecting patient information while maintaining client dignity and excellent customer service skills.

Essential Duties & Responsibilities:

- Answering a multi-line phone system and handling patient calls.
- Scheduling and confirming patient appointments.
- Completing the new patient registration process, in person, & electronically.
- Create and update Patient Accounts in EMR, including demographic and insurance information.
- Verifying insurance eligibility and benefits with health plans.
- Obtaining referrals, precertification/pre-authorizations, as required.
- Collecting co-payments, coinsurances, deductibles, balances, etc... at or prior to service.
- Scanning and sorting medical records in appropriate location in EMR.
- Documenting in EMR, including management of tasks module.
- Managing fax inbox(es), both in EHR and standard fax.
- Communicating and collaborating with other health team members.
- Cross-training with other team-members, based on practice needs.
- Posting charges and payments in EMR.
- Completing and submitting accurate End-of-Day reconciliation utilizing EMR.
- Timely completion of all compliance training and testing.
- Other administrative duties assigned based on practice needs.

Education and/or Experience:

- High School Diploma or equivalent.
- 1-2 years of medical office and call center experience
- Excellent computer skills and experience with MS Office Word, Excel, and Outlook

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work may require sitting for long periods of time; also stooping, bending, and stretching for files and supplies. Occasionally lifting files or paper weighing up to 20 pounds. Requires manual dexterity sufficient to operate a keyboard, a calculator, telephone, copier, and other such office equipment. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contacts. It is necessary to view and type on computer screens for long periods of time.



Work Environment: The work environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in an office environment. Involves frequent interaction with staff, patients, and the public.

Employment Terms: Employment pursuant to this letter shall be "at will" and subject to the provisions of the Practice's employee handbook.

You will be employed in our offices full-time.

You agree that you will not, at any time during or after the termination of your employment, use for your own benefit, either directly or indirectly, or disclose or communicate in any manner to any individual, corporation, or any other entity, other than the Practice, any confidential information of the Practice acquired by you during your employment.

You hereby acknowledge that the Practice's patient lists, business plans, referring physician lists and managed care contracts are protected trade secrets under the Georgia Trade Secrets Act of 1990, OCGA 10-1-760, et. seq., and agree that you will never use for your own benefit, either directly or indirectly, or disclose or communicate in any manner to any individual, corporation, or any other entity, other than the Practice, any such trade secrets of the Practice acquired by you during your employment.

During the term of your employment and, for a period of twenty-four (24) months after termination of employment, you shall not, directly, or indirectly, solicit for hire any employee of the Practice nor shall you solicit or interfere with any contract with any managed care plan, third-party payer, or hospital for a period of twenty-four (24) months following your departure.

Please acknowledge your consent and agreement:

Approvals:

Employee (print): _____ Date: _____

Employee (sign): _____ Date: _____

Manager: _____ Date: _____

Director of HR: _____ Date: _____