



JOB DESCRIPTION

TITLE: Medical Office Clerk I
REPORTS TO: Medical Office Supervisor
GRADE: 3
CLASSIFICATION: Non-Exempt
ATTRIBUTES: Non-Exempt
EXPOSURE RISK: Category III
SUMMARY: Responsible for the performance of various front office duties in a highly accurate manner.

DUTIES AND RESPONSIBILITIES:

1. Performs new patient registration, updates patient information, data entry of demographics, and any other required information as described by policy; verifies and activates appropriate patient insurance plan. Weight: 20%
2. Ensures accurate posting of encounter data and posts to appropriate funding/insurance plans. Weight: 20%
3. Manages patient account balances appropriately to include pre-collections, old balances, and same day service balances. Weight: 10%
4. Completes end of day reconciliation report ensuring that all encounters are posted and closed; ensures that cash collected reconciles with system cash report; ensures that cash is secured and deposited into safe at end of day. Weight: 10%
5. Refers patients for screening to determine eligibility for special funding and refers patients with high account balances for consultation. Weight: 10%
6. Performs patient dismissal to include scheduling of follow up appointments and collects remainder of patient portion of current charges. Weight: 10%
7. Prepares for next day to include printing of appointment list, confirming appointments, noting alerts for payments and balance's, obtaining current insurance coverage, updating proof of income, pre-registering patients, and screening patients for program eligibility. Weight: 10%
8. Provides excellent internal/external customer service via telephone, fax or face-to-face contact to assist patients with their health care needs. Weight: 10%
9. Performs other related duties as assigned.

JOB QUALIFICATIONS:

High School graduate or equivalent required

Medical Assistant/Office Specialist certificate from an accredited school of Medical Technical School preferred or minimum of one year or more of experience in front office duties

Demonstrates good verbal and written communications, with good interpersonal and organizational skills

Posse's computer skills with proficiency in data entry and keyboarding skills

Has knowledge in medical billing, to include Medicaid, Medicare, Private Insurance and Carelink

Has ability to handle multiple tasks ensuring completion with minimal supervision

Bilingual (Spanish) required

Must have good attention to detail

PHYSICAL ACTIVITIES AND REQUIREMENTS:

Finger Dexterity: Using fingers to make small movements such as typing or picking up small objects.

Talking: Frequently conveying detailed or important instructions or ideas accurately, clearly, or quickly.

Hearing: Able to hear average or normal conversations and receive ordinary information.

Repetitive Motions: Frequently and regularly using the wrists, hands, and fingers.

Visual: Average, ordinary, visual acuity necessary to prepare or inspect documents or other materials.

Physical: Sedentary work; sitting most of the time. May have to lift folders, files, papers, audio/video equipment, and other such items weighing up to approximately 25 lbs.

Medical Office Clerk I

Date

Medical Office Supervisor

Date

NOTE: This job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills, and responsibilities required. Additionally, this job description is not intended as an employment contract, implied or otherwise, and CommuniCare continues to maintain its status as an at-will employer.