



Formerly known as UCP of Orange County

JOB DESCRIPTION

UNLIMITED POSSIBILITIES “UP” is an Equal Employment Opportunity (EEO) employer: We prohibit unlawful discrimination on the basis of any characteristic protected by applicable local, state or federal law.

Title: Patient Services Specialist	
Dept: Therapy Administration	Classification: Hourly, Non-Exempt
Reports to: VP, Finance & Operations	Updated: 04/11/2022

POSITION SUMMARY

Administrative position responsible for all duties and responsibilities assigned to front office support staff. Responsibilities include greeting patients, securing authorizations, phone answering, scheduling, data entry and other administrative tasks. Must provide excellent customer service in a non-judgmental, empathetic manner.

DUTIES AND RESPONSIBILITIES

- Participate in efforts to achieve established goals for productivity.
- Participate in efforts to achieve established revenue cycle goals.
- Perform the following functions:
 - Greet patients, answer phones, refer calls, schedule appointments.
 - Responsible for daily monitoring to maintain full schedules for therapists per department guidelines.
 - Responsible for tracking no-show/cancellations and responding to families per No-Show/Cancellation policy.
 - Input and update computer patient data information accurately.
 - Works with physicians and third-party payors to obtain appropriate authorizations in a timely manner.
 - Verifies insurance eligibility, detailed benefits, co pays and deductibles and documents accurately in the Practice Management System for all scheduled patients.
 - Updates demographic information as necessary.
 - Informs appropriate staff/patient of authorization/referral requirements.
 - Verifying patient's insurance eligibility.
 - Submit requested medical documentation to insurance companies upon request.
 - Troubleshoot authorization related issues in the Practice Management System.
 - Work with insurance plans to pre-authorize and re-authorization of patient services.
 - Maintain contact management regarding status of authorization and any additional documentation or information needed.
 - Enter current authorizations into the Practice Management System.
 - Respond to internal/external inquiries relating to authorizations.

- Perform clerical and administrative duties, as required by manager.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to represent UP in an ethical and professional manner.
- Ability to exhibit UP values including the ability to focus on producing positive results, use resources wisely and effectively, demonstrate compassion, empathy and respect, respond to community needs with innovative solutions, and foster inclusion of entire family in consumer's life.
- Ability to handle inconsistencies, interruptions, and pressure.
- Communication – excellent written and verbal communication skills to work well with a wide range of shareholders from clients to staff, to volunteers, to vendors, to senior management.
- Continuous improvement – looks for ways to improve processes and presentation of materials to ensure quality and accuracy
- Possess a high level of integrity and sensitivity to confidential information
- Ability to work both collaboratively and independently.
- Ability to work effectively with diverse groups of people.
- Ability to organize, prioritize and meet deadlines.
- Patience, initiative, enthusiasm, adaptability, resourcefulness.
- Proficiency in Microsoft Office, Outlook, Internet, and database management.
- Bilingual is preferred but not required
- While performing the duties of this job, the employee must be able to:
 - Perform various tasks including stand, walk, sit, use hands, reach, balance, and talk.
 - Hear the general public, including coworkers and supervisors.
 - See using close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
 - Remain in a stationary position 85% of the time.
 - Occasionally moves about inside the office to access file cabinets, office machinery, etc.
 - Constantly operates a computer and other office machinery, such as a copy machine and printer.
 - May occasionally lift and/or move up to 50 pounds.
- Noise level in the work environment is usually moderate.

The physical demands and work environment characteristics 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 with disabilities to perform the essential functions.

REQUIREMENTS

- High School Degree or equivalent.
- At least 1 year of previous experience in insurance verification and authorizations required.
- Knowledge of CPT, HCPCS, ICD-10 codes preferred.
- Ability to work in a professional and confidential capacity.
- Exceptional attention to detail.

- Ability to work with sensitive or confidential information.
- Able to work in a fast paced and high volume environment.
- 2-5+ years of customer service
- Must successfully pass job-related drug screen, DOJ background check and registry, and be eligible for acceptance by our company commercial auto policy based upon DMV report with annual review thereafter.
- Provide proof of negative tuberculosis test result; maintain clearance every two years.

I have read these job descriptions and will adhere to them:

Signature

Date