

ONS

Job Description Form

Position: Front Desk Representative

Reports to: Director of Patient Access

Qualifications:

1. High school diploma or equivalent, Bachelor's degree preferred.
2. Minimum one year experience as registrar or similar function required.
3. Specialist office experience preferred.
4. Ability to use computerized systems.
5. Must be detail-oriented and accurate.
6. Ability to work well under pressure.
7. Strong interpersonal and customer service skills.

Responsibilities:

1. Greets and registers patients in a prompt and pleasant manner.
2. Instructs patients to complete registration, history and HIPAA acknowledgement forms.
3. Requests updates on established patients.
4. Collects and enters all insurance referrals.
5. Makes copies of patient forms and insurance cards.
6. Enters all demographic information and off-bill comments into billing system.
7. Calls insurance carriers and patients for follow-up information to complete registration as needed.
8. Has knowledge of different insurance carriers and plan types.
9. Instructs patients about referral and payment process as needed.
10. Notifies other departments of patient arrival.
11. Pulls and files patient encounters.
12. Schedules and re-schedules appointments for patients.
13. Takes messages and responds to requests.
14. Performs Expeditor and Appointment Scheduler duties as needed.
15. Ensures all HIPAA regulations are adhered to.
16. Follows ONS' policies and procedures.
17. Performs other duties as assigned.

ADA requirements:

Has the physical ability to do perform job related duties, which may require lifting, bending, stooping, stretching, pulling and pushing.

Acknowledgement:

I have read and fully understand the job description for my position and agree to fulfill the position's requirements.

Employee's Signature

Date

Manager's Signature

Date