

Job Description

ONS is seeking an **Experienced Front Desk Representative** who has the flexibility to work from all ONS locations - Greenwich and Stamford, CT and Harrison, NY. Reliable transportation is a must.

This is a full time position, Monday through Friday. Hours can be 7:45 am to 5:00 pm, with flexibility to work late shift if needed, 9:30 am to 6:30 pm.

Qualifications:

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

Responsibilities:

- Greet and register patients in a prompt and pleasant manner.
- Instruct patients to complete registration, history and HIPAA acknowledgement forms.
- Request updates on established patients.
- Collect and enter all insurance referrals.
- Make copies of patient forms and insurance cards.
- Enter all demographic information and off-bill comments into billing system.
- Call insurance carriers and patients for follow-up information to complete registration as needed.
- Has knowledge of different insurance carriers and plan types.
- Instruct patients about referral and payment process as needed.
- Notify other departments of patient arrival.
- Pull and file patient encounters.
- Schedule and re-schedule appointments for patients.
- Takes message and respond to requests.
- Perform Expeditor and Call Center duties as needed.
- Ensure all HIPAA regulations are adhered to.

Required experience:

- Working in a medical office or hospital environment: 1 year

Required education:

- High school or equivalent