Front Desk Registration

Reports to: Office Manager

FLSA Status: Non-Exempt

Job Summary: Responsible for greeting patients, creating and updating patient and insurance information in the computer system, verifying and analyzing health insurance benefits, explaining payment policies and billing/collections processes, generating charge ticket information, accepting, posting and balancing cash drawer, scheduling follow-up appointments along with chart delivery and retrieval.

Primary Job Duties:

- Greet, register, instruct, discharge, and provide general assistance to patients.
- Obtain demographic and financial information and enter into computer system.
- Verify insurance eligibility and relay relevant information on payment policies and billing/collection processes.
- Determine and collect co-pays, co-insurance, deductibles, past due balances and other patient financial responsibility and maintain and balance cash drawer.
- Assemble medical records and distribute to correct locations, process and file charts.
- Confirm medical chart is complete, patient understands physician instructions and financial responsibility is settled before patient leaves.
- Retrieve and fax/mail medical records to primary care providers and insurance carriers per patient request.
- Answer telephone, take messages and return voicemails.
- Perform clerical tasks as required.

Job qualifications:

- High school diploma or equivalent

- Medical billing experience and a familiarity with basic medical terminology preferred.
- Ability to work independently and with the public in a high-pressure environment.
- Ability to escort or transport patient by wheelchair or stretcher when appropriate.
- Ability to work all shifts including day, night, and weekend hours as needed.
- Basic computer skills. Types 25 words per minute with 96% accuracy.
- Pass criminal background check
- Accurately process money transactions
- Detail oriented with excellent interpersonal communication skills.