



Heritage Health Center

128 North Bent St. • Powell, WY • 82435 • 307-764-4135 • www.heritagehealthcenter.org

Providing Care to the Community

Our mission at Heritage Health Center is to provide positive community impact through; access to quality care for all persons, providing whole person care, and participating in community endeavors. We are proud of our organization and the many employees who have and will contribute to our reputation of providing excellent health care to individuals regardless of their ability to pay. It is the intent of HHC to employ people who will contribute to the overall success of our organization and to have an atmosphere in which all employees demonstrate an understanding of the importance of HHC's Mission. We want you to enjoy your work here and fully realize your potential. If you have additional questions or need assistance, please consult your immediate supervisor or the Employee Handbook. The Human Resource department has an "Open Door" policy and welcomes your personnel and benefits questions.

Position: Registration

Salary: \$DOE-

Start Date: -

Requirements:

POSITION SUMMARY:

The Front Office Coordinator is truly the face of Heritage Health Center (HHC). This position is the first contact with patients as they come in the door or call and it is their last contact with center staff as they leave. This position is also crucial to keeping the flow of the health center efficient and integral to patients having a positive experience at HHC. The Front Office Coordinator works with every staff member at the health center and will be expected to provide assistance when needed. The Front Office Coordinator is responsible for taking time-of-service payments, which are imperative to the financial success of HHC.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

(Other duties maybe assigned)

- Registering and scheduling patients
- Making appointment reminder phone calls.
- Working with insurance companies to verify eligibility and other insurance questions.
- Collection of income verification documents
- Responsible for eligibility and administration of the Sliding Fee Schedule when applicable
- Understands and is responsible for administering Sliding Fee Schedule to eligible patients
- Work effectively with office physicians daily, being flexible, to maximize office efficiency
- Collects amounts due from patients at time of service according to HHC policy
- Ensure adherence to internal controls and accounting policies and procedures
- Receives and records initial information on prospective patients, admits them in the computer

- Completing medical records requests and other requests for information.
- Does record search for insurance companies, doctors, and completes requests for information
- May be requested to perform other duties and responsibilities for which the individual is qualified (Social Media Marketing, if applicable.)
- Some billing duties will be assigned based on ability. This could include calling on outstanding accounts, posting payments, etc.
- Assisting clinic staff in providing high quality care for patients.

COMPLIANCE:

- Ensure compliance with the applicable 19 requirements of HRSA's FQHC grant award
- Maintain the highest of standard of HIPPA compliance
- Follow HHC policy as outlined in the Employee Handbook

REPORTS TO: Chief Executive Officer & Chief Medical Officer

KEY ORGANIZATIONAL RELATIONSHIPS:

- Physician and clinical Staff
- CEO and CMO
- Clinical Staff

MINIMUM REQUIREMENTS:

- A High School Diploma or GED.
- At least 3 years' experience in a medical office.
- Strong communication skills, both verbal and written.
- Excellent computer skills, particularly with database management, Electronic Health Records and all software in Microsoft Office 2000, including Word and Excel.
- Demonstrated ability to work with patients
- Ability to multi-task and manage a heavy workload. A hands-on management style and the ability to address and solve problems or issues as they arise.
- Ability to work as a team member and work effectively with diverse people.
- Demonstrated awareness of and value of cultural competence.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

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This position requires the manual dexterity sufficient to operate phones, computers and other office equipment. The position requires the physical ability to kneel, bend and perform light lifting. This person must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the telephone. Specific vision abilities required by this job include close vision, depth perception and the ability to adjust focus. Generally, the working conditions are good with little or no exposure to extremes in health, safety hazards and/or hazardous materials.

CATEGORY: Full-Time, Non-Exempt

OFFICE LOCATION: Powell, WY

JOB DESCRIPTION EFFECTIVE DATE: January 1, 2016