



Position Title:	Front Desk Professional
Supervisor's Title:	Front Desk Lead and Supervisor
Department:	Front Office
Location:	Delta, Olathe, Montrose Clinics
Status:	Non-Exempt
Job Type:	Full Time
Hourly Wage:	\$16.80 to \$18.65

POSITION PURPOSE/SUMMARY:

To support the mission, vision, and values of River Valley Family Health Center. As Front Office Professional the person is responsible for all functions of the Front Office processes. It is the responsibility of this position to ensure the accuracy and timeliness of additions/corrections made to patient accounts processed through the Electronic Medical and Dental Records, telephone calls accepted or placed, patient messages returned, and follow up as needed/processed through the Electronic Medical and Dental Records, coordination of patient counseling on all financial programs offered at River Valley, successful completion of patient payment posting, and maintenance of patient records. This position will work with the Front Office Lead in the coordination of all Front Office duties.

Essential Functions (Admissions):

Customer Service:

- Answer phone calls and provide great customer service.
- Begin the encounter process for all services by marking patient as arrived and then check patient in
- Verify all demographic information is accurate, verify patient contact telephone number and/or email address, verify patient photo is in electronic record, verify insurance information and primary pharmacy.
- Scan insurance, sliding fee, and CICIP cards and any other documents into patient's EMR/EDR.
- Explain/counsel patients regarding sliding fee scale as well as other financial programs available.
- Counsel patients regarding financial policies and contracts
- Collect all insurance copays and sliding fee scale nominal fees at check-in.
- Collect previous un-paid balances.
- Maintain and ensure confidentiality of patient medical, dental and behavioral health records.
- Schedule/cancel/reschedule appointments.
- Appointment reminder calls and confirming appointments.
- Assist all other Front Office positions as necessary.

Administrative Responsibilities:

- All essential job functions take place in the office/clinic
- Maintain daily payment log/receipts.
- Assist in the process of balancing cash drawer daily.
- Cover discharge and call center as needed for lunch hours, etc.

- Input new patient data from intake packet into electronic system and assign a PCP (primary care provider)
- Ensure patients are checked in on time.
- Perform the essential duties of all front office positions.
- Maintain neatness of waiting room area.
- Attend trainings/meetings as required.
- Communicate with billing department, as necessary.
- Scan documents

Essential Functions (Call Center):

Customer Service:

- Answer phone calls and provide great customer service.
- Verify patients primary care provider (PCP)
- Schedule/cancel/reschedule appointments.
- Transfer patients to triage nurse/prescription refills or same day acute appointments.
- Verify all demographic information is accurate, verify patient contact telephone number and/or email address, and verify patient photo is in electronic record.
- Explain/counsel patients regarding sliding fee scale as well as other financial programs available.
- Counsel potential patients as to our new patient intake process
- Schedule new / existing patient appointments
- Assist with admission and discharge duties as necessary.
- Maintain and ensure the security of all patient medical records.
- Print 340B cards for all new patients coming in for their appointment.
- Assist all other Front Office positions as necessary.

Administrative Responsibilities:

- Perform the essential duties of all front office positions.
- Answer telephones as primary duty
- Maintain daily payment log/receipts.
- Assist in the process of balancing cash drawer daily.
- Cover admissions and discharge desks as needed for lunch hours, etc.
- Input new patient data from intake packet into electronic system and assign a PCP (primary care provider)
- Be available to assist with other clinic duties.
- Ensures accuracy of signage.
- Maintain neatness of waiting room area.
- Attend trainings/meetings as required.
- Communicate with billing department, as necessary.
- Input data in computer
- Scan documents
- Schedule and reschedule appointments as needed.
- Respond to medical messages.

Essential Functions (Discharge Professional):

Customer Service:

- Greet patients and provide great customer service at check-out.
- Complete check-out processes, to include scheduling follow-up appointments, adding other information as requested by Providers.
- Maintain and ensure the security of all patient medical, dental and behavioral health records
- Assist with checking patient's insurance eligibility verification, including Medicaid, Medicare, commercial insurance, sliding fee, CACP, etc.
- Explain/counsel patients regarding sliding fee scale as well as other financial programs available.
- Counsel patients regarding financial policies and contracts
- Collect additional balance due from appointment, if any.
- Collect appointment/visit un-paid charges, if any.
- Assist all other Front Office positions as necessary.

Clinic Administrative Responsibilities:

- Assist Front Office Manager with daily payment log/cash handling, collecting for Clinic services, deposit reconciliation.
- Cover Call Center and Admissions as needed for lunch hours, meetings, etc.
- Answer telephone as the primary back-up
- Schedule appointments
- Input new patient data from intake packet into electronic system and assign a PCP (primary care provider)
- Be available to assist with other clinic duties.
- Ensures accuracy of signage.
- Maintain neatness of waiting room area.
- Attend trainings/meetings as required.
- Communicate with billing department, as necessary.
- Input data in computer
- Scan documents
- Schedule and reschedule appointments as needed.
- Open and distribute mail.

Door Screening (full PPE must be worn while completing this task):

- Screen every person that comes to the front door for COVID (ask symptom questions, take temperature)
- Send sick patients to the proper door.
- Distribute masks to patients.
- Communicate with the Front Desk Professionals and the back office.

Working Environment /Physical Activities:

- Required periods of walking and standing.
- Requires long periods of time sitting while on the telephone and/or doing computer work.
- Requires sufficient near vision to be able to read documents and computer screen.
- Essential to have ability to lift, carry, push and pull up to 35 pounds.
- Essential to have ability to use routine office equipment such as computer, printer, copier, scanner and telephone.
- Essential to have ability to stoop, kneel, bend, crouch, twist and reach.
- Essential to have ability to hear routine conversations.

- Essential to have ability to comprehend both oral and written communications.
- HIPPA Classification: Unrestricted Access: A workforce member with unrestricted access will have full access to patient's protected health information, including the patient's entire medical record, for patient care purposes.

Job Qualifications:

- GED/High School Diploma required
- Must be at least 18 years of age to meet insurance liability requirements.
- Ability to establish and maintain effective, courteous working relationships with patients, staff members, insurance entities and others.
- Ability to work under pressure in fast-paced environment.
- Ability to work flexible hours to meet job requirements.
- Presents self in a professional manner, dress and actions.
- Bi-lingual skills required.

PLEASE NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job nor is it intended to be an employment contract, implied or otherwise. Other duties may be assigned at the discretion of the C-level team member for your job track.

BENEFITS:

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Disability Insurance
- 401(k) Matching
- Paid Time Off
- Employee Assistance Program

The above health, dental, and vision benefits are available by employee choice to all full-time employees after 60 days of employment effective the following first of the month. The option for the 401(k) is available after 3 months of employment. All other benefits listed are active as of the date of hire.