

CLINICAL COORDINATOR

Pediatric Mobile Eye Clinic

SUMMARY

The New England Eye Institute is the affiliated clinical system of The New England College of Optometry, a professional graduate school in Boston's Back Bay. This full-time, benefits-eligible position is responsible for prior registration and insurance verification through to adherence to recommendations for follow up care, of all pediatric patients who have received a comprehensive eye exam on the NEE Mobile Eye Clinic. Position is split between time on the Mobile Eye Clinic which travels to locations mainly within the Greater Boston area, and time at our office location. This position reports to Pediatric Program Director of NEE Mobile Clinic, and Office Manager of NEEI.

Responsibilities include:

- Register & schedule patients following proper protocols
- Verifies and prints insurance eligibility via online or telephone based eligibility systems and makes appropriate changes to demographic and insurance information in Practice Management system
- Interact with patients' parents and caregivers and/or school personnel where necessary, to ensure insurance information is correct and active
- Obtain and process referrals and prior authorizations if needed
- Reviews Superbill to ensure that appropriate procedures and diagnosis codes have been circled by the provider
- Post charges accurately so patient billing is completed efficiently & accurately
- Maintains patient records: organize paperwork into charts by the end of the day and ensure that all reviewed charts are filed and put away according to established protocols
- Mail eye exam results letter, prescription, plus other information as necessary, to each patients' caregiver after mobile clinic days.
- Order patient eyeglasses and track patients orders with optical department
- Interact with patients' parents and caregivers to ensure treatment plans and follow-up appointments are understood, and ensure glasses and other adaptive equipment is obtained and used correctly
- Interact with health care providers, social workers, nurses, and administrators to ensure treatment plans and follow-up appointments are understood & scheduled with the appropriate eye-care provider
- Complete and manage all Mobile Clinic paperwork and conduct phone calls according to HIPAA regulations
- Provide administrative / office support (mail, phones, faxes, patient database)
- Assist with reports and related compliance management functions
- Demonstrate a commitment to maintain work practices that comply with established New England Eye Institute policy and procedures
- Along with Program Director, provide resources for and interact in person at schools, pediatric centers and other partner locations to promote the importance of well corrected vision for children

Qualifications and Requirements

- Bachelor's degree or equivalent work experience; experience in social work or case management a bonus; Master's degree a plus.
- 2+ year experience in a healthcare setting or equivalent work experience
- Proven track record with customer service
- Computer literate and familiarity with Windows 2000, Microsoft Outlook, Microsoft Excel and Microsoft Word
- Working knowledge of medical billing software preferred; or a willingness to learn in detail, practice software programs utilized, and Medicare/Medicaid rules and regulations
- Excellent organizational and multi-tasking skills; attention to detail required
- Excellent communication skills, with ability to effectively communicate and explain insurance requirements and options, and/or adherence to doctor's recommendations for follow-up care to culturally and demographically diverse populations.
- Tenacity and persistence. Implements and facilitates procedures so every child seen on the mobile eye clinic receives the follow up care professionally recommended, in the time-frame recommended
- Able to work both independently and as a member of a team
- Thoughtful, proactive, and eager with a real desire to provide continuous improvement of services to children and their families, as program grows
- Fluency in a 2nd language, especially Spanish, preferred
- Drivers license necessary
- Must be punctual, reliable and flexible with scheduled work hours

The College offers a competitive salary in the low-to mid-40s, depending upon experience, plus excellent benefits, including health, dental, life insurance and retirement benefits.

To apply, send cover letter, resume and contact information for three (3) professional references to:

Human Resources
The New England College of Optometry
424 Beacon Street
Boston, MA 02115
HRDepartment@neco.edu

The College is an Equal Opportunity employer.