

Office Manager – Commonwealth Practice (Grade 8)

SUMMARY

Reporting to the Practice Manager, this position provides a professional environment greeting patients, visitors and staff, answering questions and providing direction. Maintains day to day functions of the site including patient records, scheduling patient appointments and collecting and maintaining accurate patient fiscal insurance and demographic information, insurance eligibility and referral process, supply inventory, etc. Answers incoming telephone calls in a professional, courteous and timely manner. Ensures the highest level of customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees and coordinates daily functions of the reception area, delegating functions and working with billing coordinators as needed.
- Ensures telephone calls are answered within 4 rings, directs calls and takes messages from voice mail at least every hour according to established protocols and responds as needed to patient inquiries
- Manages provider schedules – creating and editing templates, blocking and freezing, opening schedules. Anticipates changes based on student schedules and is proactive in seeking out information related to possible scheduling changes.
- Maintains and coordinates the following functions:
 - Reminder calls
 - Notices to patients for exams (recall system)
 - Weekly appointment reminder letters
 - Weekly no-show letters
 - Charge posting
 - Chart management
- Manages the following performance indicators:
 - Unreconciled Appointments – Runs the unreconciled appointments report daily and ensures that all visits have all charges posted to the appropriate appointment
 - Patient Satisfaction – Reviews and implements a program for evaluating patient satisfaction and compiles relevant data on a quarterly basis
- Ensures patient flow (check-in, check-out, patient calls) is handled in an efficient and patient friendly manner.
- Assigns/monitors work flow of assigned staff. Ensures/monitors daily functions ensuring staff are following established procedures and protocols.
- Manages coverage at the front desk by creating a schedule 60 days out, ensuring that single person coverage only occurs in rare circumstances and that the schedule reflects coverage appropriate for patient flow at various time of day (including three-person coverage on Saturdays).
- Performs scheduling, registration, insurance verification duties as needed.

- For all patients, collects referral, waiver and commercial insurance forms, and copies both sides of all insurance cards at the time of each appointment.
- Ensures patient records are handled according to established policies, and state and federal regulations including the release of information. Maintains patient record filing system, archiving records according to established protocols.
- Ensures staff members collect co-pays, self-payments and previous patient balances according to established protocols including providing a receipt to patient for pmts on account.
- Prepares patient correspondence, this includes completing any necessary insurance forms for the patient.
- Ensures staff is trained on practice management system and front end operations.
- Balances/reconciles all time of service and on account payments received from patients, on a daily basis at the end of each staff person's shift.
- Prepares and deposits all cash and check payments in the bank daily or as needed. Credit card settlement reports faxed to Business Office and Director of Operations daily or as needed.
- Maintains clinic supply inventory coordinate with Clinical Director as needed.
- Assists Billing Department by collecting accurate insurance information, entering charges, referral forms, verifying eligibility with payor and/or benefit coverage, and collecting previous balances owed.
- Assists in office duties such as duplicating, faxing, filing, supply ordering/inventory and light typing.
- Maintains work and reception areas in a clean and orderly manner.
- Demonstrates a commitment to maintain effective communication with staff and customers to facilitate and promote effective working relationships and customer service.
- Demonstrates a commitment to maintain work practices that comply with established New England Eye Institute policy and procedures.
- Demonstrates a commitment to promote a safe environment for patients, visitors and peers.
- Demonstrates a commitment to maintain competencies and participate in those activities that contribute to the on-going development of self and others.
- Adheres to existing program/policies and procedures.

Performs other duties as requested.

QUALIFICATIONS

- Bachelor's degree in business administration or equivalent work experience
- Prior experience as office manager/receptionist/patient care coordinator in a medical practice setting.
- Computer experience and familiarity with Windows 2000, Microsoft Outlook, Microsoft Excel and Microsoft Word
- ICD-9; CPT, IDX knowledge or willingness to be trained.
- 2+ yrs supervision
- 2+ year experience in operations management in a healthcare setting

REQUIRED SKILLS

- Excellent organizational and multi-tasking skills;
- Excellent interpersonal and customer service skills;
- Able to work both independently and as a member of a team;
- Good computer skills (Excel; will train on specialized clinical software program);
- Thoughtful, proactive and eager to provide continuous improvement of services to patients;
- Administrative background desired;
- Flexibility with scheduled work hours as needed.

PHYSICAL REQUIREMENTS

- Must be able to move intermittently throughout the work day.
- Must possess sight/hearing/speech sense, or use prosthetics that will enable these senses to function adequately so that the requirements of this position can be fully met.
- While performing the duties of this job, the employee is required to sit, stand, talk, listen and write.
- Must be capable of lifting 20 pounds, bending, stooping, reaching, sitting, climbing, and standing for extended periods of time.