

JOB TITLE – REGISTRATION CENTER COORDINATOR

HOURS M-F: 8:00 AM - 5:00 PM

SUPERVISOR: Director of Billing Services

SALARY Commensurate with Experience

FULL TIME POSITION

POSITION DUTIES/RESPONSIBILITIES: Assist with supervising registration center staff. Coordinate coverage of duties; including covering duties if needed. Monitor and provide feedback on quality and productivity reporting. Coordinate regular team meetings. Provide feedback on staff performance to Director. Monitor patient/registration work queues. Maintain merging and splitting of medical records as needed. Assist employees to understand policies and procedures related to registration and scheduling matters. Communicate support training issues with registration center staff. Communicate with patients in a professional and polite manner; use positive customer service communication skills. Register patients; updating patients' personal and insurance information. Pre-register patients by verifying appointment, verifying insurance information, instructing patient to change PCP to WFM provider if applicable. Maintain a current knowledge of all insurance coverages in which WFM participates. Inform patients of applicable Nominal Fee or Co-pay as applicable. Supply patient with information related to federal, state, or city financial-assistance programs. Notify the Billing Department of any insurance changes. Notify referral staff to obtain prior authorization for appointment visit as needed. Offer options to patient to receive New Patient and/or Wellness forms by Internet link or US mail. Direct patients with account or billing questions to the Billing Department. Answer telephones assisting and/or directing patients to appropriate resource. Schedule/Cancel/Reschedule patient appointments. Distribute information related to the center's policies and procedures to patients. Comply with all regulations related to confidentiality of patient information. Assist in scheduling patient appointments. Provide backup support for registration specialists and other staff as needed. Other duties as assigned by supervisor.

REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT: High School Diploma or equivalent. College hours preferred

REQUIRED EXPERIENCE OR SKILLS: Supervisory experience preferred, communication and organizational skills, knowledge of medical office billing/collection practices, Computer literacy, knowledge of ICD-10/CPT coding, medical office billing and collection practices, federal/state/local financial assistance programs, Excel and 10-key calculator.

TO APPLY: Please visit our website at [www.wacofamilymedicine.org](http://www.wacofamilymedicine.org) and fill out an online application located under Careers.

