



## Registration Specialist

**REPORTS TO:** Director of Billing Services

**EDUCATION:** High school diploma or equivalent, college credit hours preferred

**SKILLS:** Computer literacy, knowledge of ICD-10/CPT coding, medical terminology, 10-key calculator, and typing 45 wpm, fluent in Spanish strongly preferred

**PHYSICAL AND MENTAL REQUIREMENTS:** See reverse

### PRIMARY DUTIES

- Greet 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, In-house Minimal Fee, or Insurance Co-payment
- Supply patient with information related to federal, state, or city financial-assistance programs
- 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 by "Patient Call Back Message" to appropriate payor class (i.e.. Medicaid, Commercial, Medicaid, Title V, OB, Other)
- Answer telephones assisting and/or directing patients to appropriate resource
- Schedule/Cancel/Reschedule patient appointments
- Work MyChart Portal registration needs
- Distribute information related to the center's policies and procedures to patients
- Comply with all regulations related to confidentiality of patient information
- Able to manage multiple priorities and manage stress appropriately
- Communicates appropriately and clearly with a pleasant and professional manner to all
- Demonstrates excellent judgment in handling situations not covered by written or verbal instructions
- Demonstrates a commitment to the mission, core values, and goals of Waco Family Medicine and its healthcare delivery including the ability to deliver exceptional patient focus with quality, compassion and respect

### OTHER DUTIES

- Provide back-up support for co-workers as needed
- Assist physician to send and receive medical information to and from patients, other providers and facilities
- If Spanish speaking, translate as needed
- Other duties assigned by supervisor

**PHYSICAL AND MENTAL REQUIREMENTS:**

- Visual and auditory accuracy
- Shift length – 8 hours
- Indoor setting
- Continuous use of computer, calculator
- Long periods of sitting and walking
- Frequent use of telephone
- Frequent use of stepladder
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, standing, squatting, bending, kneeling, twisting and climbing
- Occasional carrying, lifting, pushing and pulling of up to 10 lbs.
- Infrequent use of personal transportation
- Working in a frequently noise environment
- Continuously working in a tight area
- Understand/carry out simple/detailed, oral/written instructions
- Memorize and retain instructions
- Read and interpret detailed specifications.

**REVIEWED WITH EMPLOYEE:**

\_\_\_\_\_  
Employee

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Supervisor

\_\_\_\_\_  
Date

01/27/23