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                                                    Supervisor

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Date                                                        01/27/23