

Company information:

Blue Ridge Ear, Nose and Throat is a private medical practice serving the ear, nose, and throat medical needs of the people of the NC High Country. The staff at Blue Ridge Ear, Nose and Throat has provided quality healthcare for patients since 1995. We offer a full range of services, which include evaluation and treatment from sinus disease, allergies, hearing loss, ear disease, snoring, sleep disorders, cancer of the head and neck, hoarseness, and throat and nasal problems.

Description of role:

The Front Office Specialist is responsible for handling in rotation any of the duties of the Front Office including check-in, check-out, scheduling, referral processing, and call center.

Tasks:

Check-in. Responsible for flow of ENT patients which includes greeting, instructing patient on use of EHR kiosk for demographic and history information, and collection of current insurance information. Notify clinical staff of patient's readiness for appointments, monitoring wait times. Support Audiology department by assisting patients with hearing aid drop off for repair and dispensing of hearing aid batteries. Maintain proper inventory of office supplies.

Check-out. Greet departing patients in a friendly, prompt, and helpful manner; answer patient's questions regarding patient account and/or charges for service received; engage appropriate staff when patients have more complex or time-consuming questions. Back-up responder to incoming calls/messages left on main voice mail line. Maintain report from computerized reminder system each day to ensure accurate up to date information concerning cancellation/rescheduling of appointments.

Scheduling. Record cancel/no show for appointments. Schedule patient appointments according to practice triage protocol, working with patient and entering the appointment and required information to the computer system. Process appointment requests from referring physician offices according to practice guidelines for timeliness and detail.

Revenue Cycle Support. Collect co-pays, deductibles and outstanding balances during registration of patients at check-in. Collect any charges for which the patient is responsible based on insurance coverage, if not already collected by check-in staff, at check-out. Refer patient to authorized staff (e.g. Front Office Supervisor) to set up payment plans. Record payments received into PM system. Maintain cash drawer and perform daily reconciliation. Obtain payment from Allergy patients for testing.

Call Center. Greet patient calls to the practice in a warm, friendly manner; demonstrate professionalism in all telephone interactions. Determine the patient's need to schedule appointment according to practice guidelines. Obtain approval for exceptions. Communicate with patients regarding any appointment changes, rescheduling of missed appointments, etc. Route calls to the appropriate staff for X-rays, diagnostic tests, etc. according to practice protocols.

Medical Records. Fulfill authorized requests for medical records. Handle faxing of relevant paperwork on a timely basis.

Skills and requirements:

Key competencies that we seek include:

- Attention to detail
- Verbal communication skills
- Customer service orientation
- Medical terminology
- Documentation accuracy
- Computer skills
- Teamwork/team participation
- Strong work ethic

Work schedule:

Full-time, Monday-Friday, 8 a.m. to 5 p.m. with periodic shift adjustment for early or late coverage as needed. Will be required to travel to satellite offices up to two days per week in company vehicle with travel time paid.

Benefits:

Uniform allowance, health insurance, Life/LTD insurance, generous paid-time-off (PTO) and holiday benefit, 401(k) employer-matching retirement plan.

Salary:

\$11 to \$14 per hour depending on experience.

Send response to jobs@blueridge-ent.com. No phone calls, please.