



Title: Patient Service Representative
Reports To: President, Equality Health Medical Group
Department: Equality Medical Group
Division: Administration
Classification: Non-Exempt
Revision Date: January 14, 2019

Position Summary:

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggle with integrating into the tradition one-size-fits-all U.S. healthcare system.

Within our retail-based clinics, the Patient Service Representative is primarily responsible for engaging new and existing patients to our services, scheduling patient assessments and appointments, authorization of insurance benefits and answering and appropriately managing incoming telephone calls. He/she serves as a liaison to the primary care provider and sets high expectations for patients regarding their services, presenting our clinic benefits and understanding their information needs. This individual is the first point of contact with our patients and actively contributes to a shared goal model within and across Equality Health to achieve coordinated high-quality care that is patient and family centered.

Equality Health designates this position as safety-sensitive and a position that includes tasks and duties that Equality believes could affect the safety or health of the employee performing the job or others.

Responsibilities:

- Greet and check-in new and existing patients, collect insurance information, necessary identification and paperwork
- Answer phones; schedule and confirm appointments
- Perform insurance verifications, prior authorizations and referrals
- Collect co-pays, deductibles or payment balances
- Maintain an efficient and organized patient flow in and out of the retail clinic
- Develop a close working relationship with the primary care provider and notify them of scheduling changes, patient arrivals, delays, wait times, and walk-ins
- Ensure patient information, appointment history, referrals, lab follow-up, phone calls, and consultations are carefully and completely documented in the EMR system
- Respond to inquiries and requests, and actively communicate retail clinic benefits and services
- Maintain patience and professionalism, especially when interacting with frustrated or distressed patients, caregivers or family members
- Maintain a clean and professional reception area; clean and sanitize these areas daily

- Ensure the retail clinic is stocked with patient packet information, forms, laboratory and radiology requisitions, etc.
- Adapt to varying workloads and work assignments on a constant basis
- Demonstrate passion for Equality Health’s mission and vision
- Perform non-clinical tasks and ad-hoc duties as required
- May travel to other clinic locations on an as-needed basis

Required Knowledge, Education & Experience:

- Associate’s degree in a related field of study; or, an equivalent combination of education and/or experience
- Minimum two (2) years of work experience in a customer-facing position; experience in a healthcare setting is highly desirable
- Bilingual; able to read, write, and speak Spanish and English proficiently
- Ability to receive and maintain DPS Level 1 Fingerprint Clearance Card and BLS/CPR certification within 30 days of hire
- Superior verbal and written communication skills, and the ability to function in a caring and empathetic manner with patients and their families
- Proven record of consistently presenting a friendly, welcoming, and professional public-facing appearance
- Demonstrated ability to make sound, independent judgments based on scientific and/or ethical principles and perform assignments with minimal supervision
- Proficiency with Microsoft Office applications and web-based technologies
- Demonstrated ability to handle highly sensitive and confidential information in compliance with Health Insurance Portability and Accountability Act (HIPAA)

Highly Preferred Skills, Abilities & Qualifications:

- Knowledge and familiarity of clinical patient care
- Prior experience with Electronic Medical Records (EMR) systems (e.g., Athena, eClinicalWorks)
- Knowledge and understanding of insurance plans, benefits and coverage, medical terminology, and patient billing
- Proven ability to work successfully under highly stressful conditions and in concentrated, complex and fast-paced environment
- Demonstrated passion for Equality Health’s mission and vision
- Outstanding organization and multi-tasking skills; natural initiative, creativity, adaptability and flexibility
- Able to maintain attendance to support required quality and quantity of work

Physical Requirements:

- Able to sit and use computer, including keyboard and visual display terminal for extended periods of time
- Strong manual dexterity for the use of common office equipment such as copiers, scanners and fax machines



- Moderate physical effort and ability to lift items weighing up to 20 pounds; some bending, stretching and/or stooping
- Able to stand, walk, and assist patients up to 10 hours per day