



Position Title: Medical Scheduler
Reports To: Practice Administrator
Division: Equality Care Centers (YNHC|SAG)
Department: Administration
Classification: Non-Exempt
Revision Date: January 16, 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 struggled with integrating into the traditional one-size-fits-all U.S. healthcare system.

Equality Care Centers (ECC) are key partners in the Equality Health Network, furthering our mission to focus on underserved areas and adding essential access points to our continuum of care. ECC will serve high-risk members—those with co-occurring medical, behavioral health and pain conditions, complementing the care delivered by our providers in the Equality Health Network.

The Medical Scheduler is primarily responsible for scheduling appointments for new and existing patients through inbound and outbound calls, promoting ECC services, gathering and evaluating patient needs, authorizing insurance benefits and coordinating referrals. This individual 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:

- Schedule patient appointments for consultations, evaluations, treatments, follow-up visits and assessments
- Obtain existing or new insurance information for verification and authorization; scan insurance cards or related documentation and upload to database
- Answer incoming calls from patients and new members in a timely manner; verify caller information and route calls as needed
- Explain what clinical services are available, payment options and insurance/payer acceptance
- Inform patients of items to bring to their appointments such as insurance cards or medications
- Outreach to potential new patients to provide them with information regarding of Equality Health's complex care services; schedule and confirm clinic appointments
- Ensure patient demographics, appointment history, referrals, lab follow-up, phone calls and consultations are carefully and completely documented in the EMR system

- Maintain patience and professionalism, especially when interacting with frustrated or distressed patients, caregivers or family members

Required Knowledge, Education & Experience:

- High school diploma or GED equivalent; Associate's degree in a related field of study is preferred
- Minimum one (1) year of work experience in a directly related position; preferably within the healthcare industry
- Bilingual; able to read, write, and speak Spanish and English proficiently
- Receive and maintain DPS Level 1 Fingerprint Clearance card and BLS/CPR certification within 60 days of hire
- Proficiency with Microsoft Office applications and web-based technologies
- Proven verbal, written and interpersonal communication skills with demonstrated customer service orientation
- Able to maintain attendance to support required quality and quantity of work
- Able to sit and use computer, including keyboard and visual display terminal for extended periods of time

Highly Preferred Skills, Abilities & Qualifications:

- Knowledge and familiarity of clinical patient care
- Prior experience with electronic medical record systems (e.g., Athena, eClinicalWorks)
- Knowledge and understanding of insurance plans, benefits and coverage, medical terminology, and patient billing
- Demonstrated experience providing superior customer service with a high level of effectiveness
- Able to handle multiple activities or interruptions and work independently in a fast-paced, rapidly-changing environment
- Excellent attention to detail and strong organizational skills