

Retina Center

O F N E B R A S K A

Job Description: **Front Office Specialist**

Reports to: **Office Manager and Physicians**

Primary Job Duties:

1. Timely, courteous, and accurate collection of patient information and related documentation for patient registration.
2. Verify insurance eligibility, precertification, and referral requirements.
3. Call patients to notify them of necessary schedule changes and reschedule if necessary.
4. Scan and/or file patient charts, reports, insurance forms, etc.
5. Post charges and collect payments for services.
6. Schedule appointments at checkout, for referring providers, and also from patient recall lists.
7. Staff and prepare front office materials for satellite offices.
8. Triage patient questions according to current office protocol.
9. Meet patient confidentiality requirements and protect all identifiable health information in compliance with office policies and Federal/State law, including all privacy and security provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
10. Verify medication charges by adjudicating with medication usage logs.
11. Perform other tasks as requested by physicians and office manager.
12. Help maintain cooperative and friendly relations among office personnel.

Secondary Job Duties:

1. Assist with posting of insurance payments, producing claim forms, balancing office accounts, posting satellite accounts, and collection activities.
2. Answer patient questions regarding appointments, billing, and insurance issues.
3. Assist with scheduling surgery and complying with precertification requirements.
4. Share in driving office vehicle and in carrying of office equipment and materials in and out of offices.

Qualifications:

1. High School graduate or equivalent.

2. Current driver's license.
3. Experience with medical office computer systems.
4. Ability to perform all of the above tasks (unless exempted from any at the discretion of the manager).

Must be able to operate the following office equipment:

1. Computer
2. Copier/Scanner/Printer/Fax machine
3. Telephone
4. Calculator
5. Shredder

Essential Job Functions

1. Must be able to keep patient and office information confidential.
2. Must be able to type at least 50 words per minute.
3. Must be able to utilize all of the office's filing cabinets including Lektriever.
4. Must be able to read, write, and speak the English language.
5. Must be able to lift at least 50 pounds.
6. Must be able to sit for long periods of time.
7. Must have a valid driver's license and be able to drive an eight-passenger van.

Preferences

1. Previous similar experience in a medical office.
 2. The ability to communicate in a courteous and effective manner.
 3. Organized, efficient, attentive, and friendly.
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Accepted By:

Signature of Employee

Signature of Office Manager

Printed Employee Name

Printed Name

Date

Date

Retina Center of Nebraska

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Revised 11/2020