

Job Title:	Patient Services Representative II	Job Status:	Non-Exempt
Reports To:	Patient Services Coordinator	Pay Grade:	
Department:	Patient Services	Department Code:	700
Location:	Fresno, Selma, Clovis		

JOB SUMMARY

Under the direct supervision of the Patient Services Coordinator, PSR-II is responsible for accurate and completion of patient accounts based on policies and procedures to include but not limited to admission and registration functions - these include greeting patients, posting payments, updating patient demographics and insurance information, and taking phone calls. Representative ensures all insurance requirements are met for eligibility and informs patient of their financial responsibility.

ESSENTIAL ACCOUNTABILITIES *(other duties may be assigned)*

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- All employees of EYE-Q shall provide exemplary care to our patients, demonstrate respect and dignity toward all members of the EYE-Q community, honor our patients right to privacy, comply with all applicable laws, avoid conflicts of Interest and conduct all business practices with honesty and integrity.
- Adheres to all company policies and procedures.
- Fosters and contributes to a company culture consistent with the organizations value.
- Reliable, consistent attendance is a requirement and essential function of all positions at EYE-Q.
- Greet patients and visitors (vendors, etc.) in a courteous and professional manner. Direct visitors to their destination.
- Intake patient requests for forms (DMV, etc.) and medical records requests and directing them to the appropriate staff to complete.
- Triage walk-ins and schedule as applicable.
- Cover both check-in and check-out processes, which consist of:
 - Ensure insurance has been verified.
 - Collect outstanding balances and new balances (copays, optical, etc.)
 - Post payments collected to practice management system and balancing daily.
 - Acquire estimates and quotes for uninsured patients from Coding staff.
 - Make appointments for return visits as applicable.
 - Print and obtain signatures for all applicable forms (HIPAA, AOB, etc.)
 - Update patient demographic as applicable.
- Assisting patients with questions about their insurance, appointments, and balances.
- As assigned, will fulfill duties and responsibilities of PSR I.
- Other duties as assigned.

Form Number: HR 455.1	Revision: A	Effective Date: 2/1/2009
Document Owner: Human Resources	Document Approver: Human Resources	Revision Date: 07/25/2017
Document Author: Human Resources Manager		

MINIMUM KNOWLEDGE AND SKILL REQUIREMENTS

KNOWLEDGE OF:

- None

SKILLS IN:

- Must have exceptional customer service skills and strong communication skills.
- Ability to use or learn computer programs such as Microsoft Excel, internet, e-mail, and NextGen.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Electronic data entry.
- Use of computers and related software.
- Record-keeping Extensive use of computer terminals and monitors.
- Ability to manage stress and remain composed in a fast paced, high stress environment.
- Ability to concentrate, retain information and remained focused throughout the work day.
- Ability to hear in person and over the phone if various settings.

EXPERIENCE AND EDUCATION

MINIMUM REQUIRED:

- High school diploma or general education degree (GED); six months to one year related experience and/or technical school training; or equivalent combination of education and experience. This position requires excellent customer service skills.

PREFERRED:

- None

LICENSES/CERTIFICATIONS

MINIMUM REQUIRED:

- None

PREFERRED:

Form Number: HR 455.1	Revision: A	Effective Date: 2/1/2009
Document Owner: Human Resources	Document Approver: Human Resources	Revision Date: 07/25/2017
Document Author: Human Resources Manager		

- None

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employee must possess manual dexterity for typing on the computer keyboard, vision required to view computer monitor, read number and printed material, mobility sufficient to reach lift and transport file and other work material to work areas and ability to sit for long periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel, and talk or hear. The employee frequently is required to walk and reach with hands and arms.

	Occasionally (<25%)	Regularly (25%-50%)	Frequently (>50%)
Sitting			X
Standing	X		
Walking	X		
Climbing	X		
Reaching	X		
Bending/Twisting	X		
Kneeling/Squatting	X		
Crawling	X		

WEIGHT REQUIREMENTS

	Lifting	Carrying	Pushing/Pulling
< 10 lbs.	O	O	O
11-25 lbs.			
26-50 lbs.			
51-75 lbs.			
> 100 lbs.			

(N) Never = 0% of time

(O) Occasionally = less than 25% of time

(R) Regularly = 25%-50% of time

(F) Frequently = greater than 50% of time

ENVIRONMENTAL CONDITIONS

Form Number: HR 455.1	Revision: A	Effective Date: 2/1/2009
Document Owner: Human Resources	Document Approver: Human Resources	Revision Date: 07/25/2017
Document Author: Human Resources Manager		

Significant Exposure to:	Yes/No
Hazardous Equipment	No
Dust	No
Fumes	No
Noise	No
Extreme Heat/Cold	No
Heights	No
Chemicals	No
Hospital Waste/Sewage	No

SPECIAL NEEDS

Motion:	Left/Right/Both/NA
Power Hand Usage	NA
Repetitive Hand Motion	Both
Power Foot Usage	NA
Repetitive Foot Motion	NA

EMPLOYEE ACKNOWLEDGMENT

I have received a copy of the position description and have read and understand the contents. I understand this job description is not intended to be an exhaustive list of all duties performed; therefore, its content does not restrict management's right to assign additional duties and responsibilities.

Employee Name (Please Print)

Employee Signature

Date

Form Number: HR 455.1	Revision: A	Effective Date: 2/1/2009
Document Owner: Human Resources	Document Approver: Human Resources	Revision Date: 07/25/2017
Document Author: Human Resources Manager		