

- ✓ Follow up on scheduled appointments to determine status (no show, cancelled, arrived)
- ✓ Point of service check-out activities
- ✓ Reviewing and correcting patient account balances in preparation for daily point of service collection
- ✓ Identifying scheduled insured patients that need patient financial counseling
- ✓ Monitor the process for performing check-out point of service collection and patient financial counseling
- ✓ Monitor screening for patient financial counseling, including assessment of potential eligibility for state assistance or ACA insurance. Patients identified as potentially eligible will be assisted with enrollment or scheduled with an enrollment specialist
- ✓ Answering complex patient account questions and resolving account balance issues by working with the finance department
- ✓ Monitor the collection of co-pays according to procedure
- ✓ Monitor the posting of patient payments and the generating of receipts according to procedure
- ✓ Ensures that all adjustments are in compliance with HOFHC policy and procedure
- ✓ Completes daily reconciliation including balancing cash drawer, and Allscripts reports
- ✓ Posting and coordinating payments collected by Front Office Staff (FOS) (after-hours and co-pays)
- ✓ Adhere to all of the Organization's policies and procedures, especially the hazardous, health and safety procedures
- ✓ Coordinate documentation and training.
- ✓ Provide coverage in case of staff absence
- ✓ Develop processes to increase system adoption and streamline patient care.
- ✓ Conduct monthly audits
- ✓ Other duties as assigned (non-essential)

Job Qualifications (Experience, Knowledge, Skills and Abilities)

- ✓ Preferred college degree
- ✓ Minimum 2 -3 years experience in customer service, preferably in the medical field
- ✓ Preferred experience with Allscripts software
- ✓ Demonstrates excellent interpersonal skills with people of all social levels and cultures and the ability to manage patients and families with discretion under conditions of stress
- ✓ Demonstrates a sense of maturity that enables a positive and effective handling of any operational situation
- ✓ Quickly make accurate decisions that result in a positive outcome
- ✓ Possess a strong work initiative while handling multiple tasks

- ✓ Ability to communicate (orally and in writing) in a professional manner
- ✓ Prefer bi-lingual, Spanish or Somali
- ✓ Ability to work in conjunction with other employees and business associates
- ✓ Ability to maintain an established work schedule to ensure dependability, accuracy of work quality, and a harmonious, consistent work environment
- ✓ May be assigned other duties as required

Equipment Operated:

Telephone	Computer	Printer
Fax machine	Copier	Other office equipment as assigned

Facility Environment:

Heart of Ohio Family Health Centers operates in multiple locations in Columbus, OH. The primary location for this position is at Capital Park. All facilities are a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

This position's primary work area is Registration or business offices.

This work area is:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs
- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person's voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting

- Speaking = ability to pronounce words clearly to be understood by another individual

Indicate Frequency of Factors that Contribute to this Position:

<i>Factor</i>	<i>Frequency, 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed</i>
Normal, steady work pace	2
Randomly changing work pace	1
Fast, sometimes chaotic, high stress work pace	1
Independent decisions made without supervision	3, placement of appointment
Exposure to trauma, grief, death, etc	1, rarely
Exposure to disease or bacteria	1, face to face contact with patients
Handles closed containers or vials of patients' bodily fluids or tissues	0
Required to wear safety clothing or equipment	0
Handles money or financial accounts (cash, checks or credit cards)	1, if covering for Registration personnel
Interacts personally with public and business associates	3
Interacts with public and business associates via the telephone, letter, or other non-face-to-face measure	3

If you possess the skill set and would like to apply for this position please submit your resume to Jaclyn at jwoodard@hofhc.org or Haydee Sterling at gsterling@hofhc.org immediately.