

Mora Valley Community Health Services, Inc.
JOB DESCRIPTION

TITLE	Medical/Dental Receptionist	FLSA Status: Non-Exempt Position Type: Regular Full-Time & Part Time
DEPARTMENT	Medical/Dental	
REPORTS TO	Front Office & Medical Records Supervisor	
SUPERVISES	None	
JOB PURPOSE	Responsible for projecting a positive first impression of the organization by greeting and communicating effectively with patients, visitors, and the general public. Perform clerical functions, enter information in automated patient data system, retrieve and file medical records, schedule appointments, collect payments and coordinate tasks for the operation of the front office, as well as assist patients with the insurance enrollment process.	

ESSENTIAL JOB RESULTS	
1.	ASSIST PATIENTS AND VISITORS BY ANSWERING QUESTIONS, OFFERING CORRECT AND APPROPRIATE INFORMATION, AND PROVIDING DIRECTION AS NEEDED
2.	EARN AND MAINTAIN BOTH MOSAA AND NMHIX CERTIFICATIONS
3.	MAINTAIN AN ATMOSPHERE OF PROFESSIONALISM AND CUSTOMER SERVICE IN GREETING PATIENTS AND VISITORS, ANSWERING PHONES, DIRECTING CALLS TO STAFF AND/OR TAKING PHONE MESSAGES, AND INFORMING PATIENTS ABOUT SCHEDULES AND POLICIES
4.	POLITELY ANSWER PHONE AND DIRECT CALLS TO STAFF OR TAKE MESSAGES
5.	RETRIEVE PATIENT FILES AND PERTINENT REPORTS FOR APPOINTMENTS
6.	ENSURE TIMELY AND ACCURATE FILING OF LABORATORY AND EMERGENCY ROOM REPORTS TO PATIENT FILES
7.	ASSIST INDIVIDUALS WITH THE INSURANCE APPLICATION AND ENROLLMENT PROCESS
8.	EXPLAIN ELIGIBILITY CRITERIA TO PATIENTS FOR PURCHASING INSURANCE, AND/OR ENROLLING IN MEDICAID AND OTHER HEALTH INSURANCE PROGRAMS
9.	EXPLAIN QUALIFIED HEALTH PLANS TO PATIENTS SO THAT ENROLLEES CAN MAKE AN INFORMED DECISION REGARDING THEIR PLAN SELECTION(S)
10.	SCHEDULE AND CONFIRM APPOINTMENTS, ENTER PATIENT INFORMATION, VERIFY INSURANCE BENEFITS, PREAUTHORIZE TREATMENT WITH INSURANCE COMPANIES, AND PRINT NECESSARY INFORMATION FOR PATIENT REFERRALS
11.	COLLECT, VERIFY, AND UPDATE PATIENT INFORMATION AND COMMUNICATE CHANGES AND/OR INFORMATION TO STAFF
12.	ASSIST IN FILING INSURANCE CLAIMS
13.	COORDINATE THE COLLECTION AND INPUT OF ACCURATE PATIENT AND INSURANCE INFORMATION FOR BILLING AND COLLECTIONS PROCEDURES
14.	GENERATE VARIOUS TRACKING REPORTS
15.	ENSURE THE ACCURACY OF POSTING PATIENT TREATMENTS, MANAGE DAILY CASH TRANSACTIONS, AND PREPARE RECONCILED REPORTS FOR BANK DEPOSITS

ESSENTIAL JOB RESULTS	
16.	PERFORM ALL CLERICAL FUNCTIONS AS NEEDED AND DIRECTED
17.	MAINTAIN THE HIGHEST LEVEL OF CONFIDENTIALITY AND COMPLY WITH ALL HIPAA REGULATIONS
18.	PARTICIPATE IN CONTINUING EDUCATION AND/OR SEMINARS RELATED TO JOB RESPONSIBILITIES
19.	ADHERE TO MVCHS PERSONNEL POLICIES AND PROCEDURES
20.	TRACK AND COORDINATE ROUTINE TASKS
21.	MAINTAIN PROFESSIONALISM AT ALL TIMES TO ENSURE SERVICE QUALITY AND INTEGRITY
22.	CONTRIBUTE TO TEAM EFFORT BY ACCOMPLISHING RELATED TASKS AS NEEDED OR REQUESTED
23.	ATTEND TRAININGS RELATED TO JOB DUTIES OR EMPLOYMENT THAT IS REQUIRED TO MAINTAIN LICENSES AND/OR CERTIFICATIONS

REQUIRED JOB QUALIFICATIONS, SKILLS AND ABILITIES

Job Qualifications

Education: Associate's Degree or equivalent academic study desirable preferred

Bilingual English/Spanish Preferred

Experience: Minimum of three (3) years' experience in related field, One (1) year experience with bookkeeping and accounting, Knowledge of medical terminology, insurance claims, Medicare and Medicaid

Skills and Abilities

- Knowledge of math and accounting procedures
- Knowledge of clerical and office skills, with strong computer knowledge
- Must display proper telephone etiquette, and ability to communicate and relay messages
- Must be highly organized and have ability to complete tasks in a timely fashion
- Must be able to identify Emergency/Urgent situations
- Ability to team-work in a sometimes stressful situation
- Ability to manage multi-tasking with phones ringing and patients/visitors at window
- Must be detail oriented in order to follow through with accurate information processing
- Ability to evaluate discrepancies in data and documents using defined information sources, and ability to relate that information to specified personnel
- Responsible decision making by identifying correct answers and recommending action
- Strong communication skills, must be clear, correct and understandable
- While speaking in Spanish communication must be clear, accurate and understandable
- Ability to operate a motor vehicle, which requires a valid driver's license, and clearance for unrestricted automobile insurance coverage
- Desire and ability to serve the community and its residents
- Share in and contribute to MVCHS mission, vision, and goals

Working Conditions and Physical Demands

- Work is performed in an interior medical/dental clinical environment
- Moderate physical activity
- May require handling average weight objects up to 25 pounds
- Sitting more than 6 hours a day
- Work environment may involve exposure to potentially dangerous materials and situations that require following extensive safety precautions

Qualifications for Employment

- First Aid/CPR Certification's
- Driver's Record and Defensive Driving Course
- Background Investigation
- Drug Testing – Initial and Random

EMPLOYEE/SUPERVISORY REVIEW

I have read this job description and understand the requirements of the job and the work to be performed. I agree to perform the duties and responsibilities described. I assert that I am able to perform the essential job functions and meet the physical requirements of this position. Furthermore; I understand this is not an employment contract.

Employee's Signature

Date

I have reviewed this job description with this employee and agree that this is an accurate description of the duties and responsibilities to be performed.

Supervisor's Signature

Date