



Position: Medical Secretary – Check Out

Team: Business Office, Reception, Medical Records

Reports to: Physicians, Practice Manager

Qualifications:

1. High school diploma or equivalent
2. Prefer one year of medical experience
3. Computer and data entry experience including MS Windows
4. Excellent math skills, familiarity with 10-key, computer literate
5. Good typing skills, experience with office equipment (multi-phone lines, fax and copiers)
6. Good interpersonal skills with patients, visitors, and co-workers to maintain a cohesive team environment
7. Ability to accurately handle money and receipts

Summary of Position:

- Collects co-payment and deductibles of patients upon check-out
- Schedules follow-up appointments
- Interacts with patients in person or by phone in a professional, friendly manner
- Assists with billing department and front desk phones
- Process payments as needed
- Assists patients with co-pay assistance brochures as needed

Responsibilities

Primary:

- Collect co-payments, co-insurance and deductibles from patients in the office and over the phone.
- Check documentation on charge slips
- Total charges in batches
- Back-up to front desk for obtaining current insurance card information for accuracy with data in EMR
- Schedules return appointments for patients as they check-out
- Answer incoming calls for the clinic and triage as necessary
- Acts as liaison between front desk and bookkeeping
- Verifies insurance coverage and benefits of new patients and/or patients with insurance changes
- Assist patients with patient assistance brochures as needed
- Answer billing department phone and processes telephone payments
- Manages and processes auto-pays following HIPAA protocol

Secondary:

- Assists in maintenance of supplies and equipment in bookkeeping areas as necessary
- Assists in chart and record filing as able and as needed
- Housekeeping responsibilities: work area, breakroom as scheduled, or as needed in office
- Backup to front desk as needed.
- Other duties as assigned

Initial & Date