Patient Service Representative - Behavioral Health

The Patient Service Representative for Behavioral Health will serve as the primary point of contact for patients in the DotHouse Health Behavioral Health Department. S/he cross-trained to support various clinical and nonclinical department operations by registering and checking in patients, verifying insurance information, managing appointments including scheduling and confirmation calls. In addition, he/she will answer incoming calls and manage them appropriately, either by directly answering the caller’s questions or managing phone requests in accordance with our policy and procedures.

DUTIES AND RESPONSIBILITIES:

- Schedule appointments via online scheduling system or at time of service.
- Verify and update demographic and insurance data in the computer.
- Greet and assist patients with an emphasis on positive customer service.
- Answer phones, takes and relays messages in a timely manner
- Completes reminder calls for behavioral health providers.
- Responsible for contacting and rescheduling patients when behavioral provider is out of the office.
- Assist patients with insurance problems/questions with the assistance of enrollment staff
- Continually monitor appointment schedule, acknowledge appointments, and change appointment status when necessary.
- Monitor Waiting Room to ensure patients are being taken care of in a timely manner.
- Assist with organizing forms/documents for scanning/faxing
- Cross-cover registration areas as necessary.
- Translate for providers/patients as needed.
- Other duties deemed necessary or appropriate by Supervisor in order to ensure efficient flow of patients through the health center
- Attends monthly department meetings and other team or training meetings as requested.
- Alerts supervisor to anticipated or actual problems and/or concerns in a timely manner, so that

Requirements QUALIFICATIONS:

- Previous experience working in a medical/mental health department with demonstrated attention to detail is required.
- Previous experience working with mental health insurance coverage preferred
- History of good attendance and positive work attitude towards co-workers and other health center departments.
- Will possess a high school diploma or equivalent and have strong organizational skills with demonstrated proficiency in computer applications (Microsoft Office).
- Excellent communication skills (written and oral) professional demeanor, good problem solving skills, organized and detail-oriented.
- Must be detail oriented, self-motivated and assertive.
- Proven experience working with a culturally diverse population.
- Ability to work under pressure, with potentially difficult people, maintaining strict confidentiality.
- This fast paced position requires a high level of independence, attention to detail and flexibility.
- Understanding of Medicare, Medicaid and managed health care plans are necessary qualifications for this position.
- English / Spanish / Vietnamese bilingual ability is preferred.