



Marshall B. KETCHUM UNIVERSITY

Patient Relations Representative

JOB SUMMARY

The Patient Relations Representative is the central point of contact for the Eye Care Center. The Patient Relations Representative will greet patients and visitors, verify insurance eligibility, make appointments, assist walk-ins, check-in patients presenting for services and problem solve patient issues. This role is responsible for accurately collecting and entering patient information into the practice management system. The Patient Relations Representative will ensure appropriate payment is collected and the correct billing and diagnosis codes are accurately entered into the computer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Schedule patient appointments for Primary Care.
- Obtain insurance authorizations and verify insurance eligibility when scheduling appointments.
- Greet patients entering the reception area and check them in for appointments.
- Check patients out at the cashier area with a smile.
- Create new patient files.
- Enter and update patient demographic data in system at check-in.
- Scan all intake forms into patients' electronic medical records.
- Page Interns when patients are ready to be seen, and page faculty doctors when their assistance is needed.
- Print fee sheets for next day appointments and attach any necessary paperwork to each sheet as needed to update existing patient files or create new patient files.
- Obtain insurance authorizations and verify insurance eligibility for all next day appointments.
- Help maintain an electronic appointment reminder system.
- Scan patients' insurance card(s) into patients' electronic medical records.
- Collect fees from patients in the form of cash, credit, and checks.
- Provide correct change to cash paying patients when necessary.
- Reconcile all payments taken at checkout against what was recorded in the system.
- Copy forms as needed by doctors and interns.
- Assemble patient intake packets.
- Create next day schedule with patient counts and staff shifts/lunches.
- Obtain fee waivers and sliding fee scale forms for patients from supervisor.
- Assist the Doctors and Interns with various requests that are usually performed at the front desk.
- Assist with processing paperwork and payments from several off-site exam locations when necessary.
- Assist patients with concerns or complaints, referring them to Patient Relations Supervisor when necessary.
- Assist with mass mailings for patient recruitment.
- Complete any and all tasks necessary to close and secure the reception and cashier areas at the end of the shift, and to prepare for the next day.

- All other Patient Relations duties as assigned.

QUALIFICATION REQUIREMENTS

- Prior experience in a customer service capacity.
- Computer and mathematical skills are essential.
- Flexibility to work some evenings and Saturdays.

EDUCATION AND EXPERIENCE

- High School degree or general education degree (GED); AND
- Six months related experience and/or training.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to walk and sit. The employee is frequently required to stand; use hands to touch, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel or crouch.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust focus.

ABOUT THE ORGANIZATION

We are Marshall B. Ketchum University, an independent, private, non-profit, accredited educational institution. Located in Fullerton, California (known as the education city) Marshall B. Ketchum University is a comprehensive health care university, built upon a legacy of over 110 years of academic excellence and clinical education.

Created as the Southern California College of Optometry, and expanded to offer a range of interprofessional programs and health care initiatives, including a School of Physician Assistant Studies, the University is now moving forward with plans for a College of Pharmacy. This is an exciting time for health care, for medical innovation and education, and for our community. We believe the future is bright, and look forward to advancing it together.

The founder of the Southern California College of Optometry, Marshall B. Ketchum, was a medical doctor, pharmacist, and passionate advocate for medical education. The mission of Marshall B. Ketchum University is to educate caring, inspired health care professionals who are prepared to deliver collaborative, patient-centric health care in an interprofessional environment.

BENEFITS

MBKU provides an excellent benefits package including medical, dental, and life insurance, free vision exams, short and long term disability, generous paid time off plans, a university-sponsored retirement plan with a 9% contribution and an on-site fitness center located on the Fullerton campus.

HOW TO APPLY

Interested candidates, please send your resume to humanresources@ketchum.edu. Position is open until filled.

MBKU is an equal opportunity employer; requirements are subject to possible modification to reasonably accommodate individuals with disabilities.