**Job Description**

**JOB TITLE: Lead Patient Service Representative (Lead PSR)**

**GENERAL SUMMARY OF DUTIES:** This is a working lead position responsible for guiding the front office team to better business outcomes. Leadership duties include focusing on the constant improvement of customer service, process efficiency and effectiveness, lowering error rates, improving TOS payments, improving precertification speed and accuracy, establishing daily protocols, etc. Ability to quickly grasp protocols and adhere to them essential. Resourcefulness is imperative. The successful candidate will have shown previous leadership success in the above mentioned areas.

**SUPERVISION RECEIVED:** Reports to COO.

**SUPERVISION EXERCISED:** Supervises staff PSRs.

**ESSENTIAL FUNCTIONS:**

These functions may vary depending on the role the employee is tasked with during each day (i.e., administrative, scheduling, front desk, precertification, etc.).

1. Guides the front office team to better business outcomes. Leadership duties include focusing on the constant improvement of customer service, process efficiency and effectiveness, lowering error rates, improving TOS payments, improving precertification speed and accuracy, and establishing daily protocols.
2. Checks in/out patients at time of visit.
3. Answers phones in a timely manner and in accordance with company policy.
4. Schedules patient visits per organizational standards.
5. Responsible for obtaining and verifying all demographic and insurance information.
6. Verifies all insurance demographics and coverage by using online, or phone resources of the insurance company. Position understands that the only acceptable goal is 100% verification of all insurance demographics and coverage prior to the patient setting foot in our facility.
7. Works with the COO regarding patients who have outstanding balances, financial questions, questions about their account, cost of services, and questions about payment plans. Reminds all patients that outstanding personal balances must be paid before their visit unless payment arrangements are in effect.
8. Obtains copays, deductibles, and coinsurance in accordance with organizational policy. **Always provides patients with a receipt of payment.**
9. Obtains physician referrals and insurance authorizations for patients as needed.
10. Processes daily patient charges and payments as necessary.
11. Produces daily/weekly reports for the COO, such as all upcoming patients successfully & unsuccessfully scheduled. Reports all no-shows to manager.
13. Reconciles daily patient activity (payments, appointments, etc.)
14. Meets reasonable benchmarks set by COO regarding the error rate found with patient demographics, and duplicate accounts.

**EDUCATION:**
- High school diploma or GED required.
- Associates degree preferred.

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EXPERIENCE:
- Minimum of 5 years’ medical practice experience dealing with patient insurance, patient demographics, precertification, medical records, and appointment information.
- At least 3 years in a Lead PSR or similar medical business office position required.
- Other related health care experience may be considered.

KNOWLEDGE, SKILLS & ABILITIES:

1. Excellent customer service skills. Consistently anticipates the needs of customers (internal and external), and puts those needs first.
2. Ability to establish and maintain effective relationships with patients, physicians, and employees is required.
3. Ability to work harmoniously in a team environment is required.
4. Personal effectiveness/credibility required.
5. Thoroughness required.
6. Flexibility required.
7. Multi-tasking and time usage skills are required.
8. Demonstrates use of resources in a cost effective manner.
9. Ability to communicate clearly and concisely is required.
10. Excellent oral communication skills.
11. Excellent written communication skills are required.
12. Ability to read, understand, and follow, oral and written instructions.
13. Excellent interpersonal skills are required.
14. Resourcefulness and good problem solving skills are required.
15. Examines existing processes and problems and continuously looks for ways to do things better and communicates possible improvements to management.
16. Extreme attention to detail and accurate processing of information is required and essential.
17. Effectively cooperates in the implementation of assigned projects and responsibilities.
18. Demonstrates good decision making and assessment skills.
19. Basic understanding of the patient registration and insurance verification process required.
20. Basic knowledge of medical terminology and coding principles required.
21. Knowledge of insurance industry products is required and communicate this information accurately to patients (i.e., group participation, deductibles, etc.).
22. Ability to effectively and accurately learn new computer systems is required, such as MS Office and PACS / RIS systems.
23. Substantial skill in using computerized billing programs and applications.
24. Basic skill in using spreadsheet applications, particularly MS Excel and MS Word.
25. Ability to sort and file materials correctly, such as by alphabetic or numeric systems.

PHYSICAL/MENTAL DEMANDS:

1. Regular overtime will be necessary. It is anticipated an average of five hours of weekly overtime should be expected.
2. Work may require hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to attend off-site meetings, or sitting for extended periods of time.
3. Manual dexterity for using a calculator and computer keyboard.
4. Work may be stressful at times dealing with confused, angry, or agitated patients.
ENVIRONMENTAL/WORKING CONDITIONS:

1. Work is performed in a typical, well-lighted office environment.
2. Work involves frequent contact with physicians, staff and patients, insurance companies.

_This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve._

I HAVE READ THE ABOVE JOB DESCRIPTION, UNDERSTAND THE REQUIREMENTS LISTED HEREIN, AND AGREE TO PERFORM THESE DUTIES AS WELL AS ANY OTHER RELATED DUTIES AS REQUESTED BY MY SUPERVISOR.

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Employee Name & Date