



Patient Service Representative (City Heights)

Job Description

At Family Health Centers of San Diego, we believe in career progression and offering new positions and opportunities to our already wonderful employees!

Thank you for taking the time to apply for your next opportunity! Please remember, FHCSO requires you must have been in your current position for at least 6 months and cannot be on any disciplinary action.

\*Also, please be aware that your new application will notify your current manager of your intent. Please be sure to discuss with him/her your intentions.

**Job Roles**

- Effectively manage the patient check-in and check-out process from start to finish to include identification verification, update or confirm demographic and insurance information, and ensure appropriate forms are provided and completed accurately.
- Collect specified co-pays and payments from patients per coverage specifications, and from self-pay patients. Screen for eligibility and financial assistance.
- Follow policies and procedures in collecting and handling cash.
- Ensure patient information is placed into the Electronic Health Record accurately and in a timely manner.
- Confirm, request, and process referrals and authorizations for specialty services.
- Contact patients to schedule appointments and make reminder/recall notifications.
- Respond to customer billing and payment inquiries on an as needed basis. May escalate billing issues as needed.
- Regularly display a proactive approach to customer service by listening to the patient, taking ownership of solutions, and is able to accurately identify customer needs through involvement of leadership in resolving concerns.
- Perform general clerical duties, i.e., scanning information, tracking data, receiving and sorting correspondence and packages in an accurate and efficient manner.
- Perform other duties as assigned.

**Education/Certifications/Licenses/Registrations**

- High School diploma or GED equivalent required.
- Medical Assistant certification, C-NA certification, or Medical Terminology course preferred.

**Experience/Specialized skills (including Language)**

- 1 – 3 years of experience related to administrative/clerical support, or customer service required.
- Experience in a healthcare environment preferred.
- Demonstrated ability to multi-task, be flexible, ensure accuracy, and meet changing priorities in a fast-paced, high workload environment.
- Ability to work both in a team-based environment and independently.
- Sound computer literacy to use a computer system to enter information, manage and



schedule appointments, and access electronic medical record information.

- Knowledge of cashiering functions with the ability to record payments and cash received.
- Good written and verbal communication skills to include interpersonal skills with the ability to communicate effectively with a patient base of varying levels of socio-economic and cultural diversity.
- Possess a basic understanding of medical terminology and procedures preferred.
- Ability to maintain confidentiality.
- Ability to listen well in devoting attention to patients and medical professionals.
- Bilingual in English/Spanish preferred.
- Ability to be flexible in recognizing and responding appropriately to changing priorities and situations.

**Physical Requirements/Working Environment**

Bending (neck): FREQUENTLY (3 - 6 HRS)  
Bending (waist): RARELY (0-1 HRS)  
Carrying 0 - 10 lbs: CONSTANTLY (6+ HRS)  
Carrying 11 - 25 lbs: RARELY (0-1 HRS)  
Carrying 25 - 50 lbs: NEVER  
Carrying 51 - 75 lbs: NEVER  
Carrying 75 lbs: NEVER  
Climbing (ladder): RARELY (0-1 HRS)  
Climbing (stairs): RARELY (0-1 HRS)  
Driving: To drive from one clinic or another, or in the community: NEVER  
Exposure to blood borne pathogens and biohazards: YES  
Exposure to dust, gas, fumes, or chemicals: Office equipment  
Fine manipulation: FREQUENTLY (3 - 6 HRS)  
Kneeling: RARELY (0-1 HRS)  
Lifting 0 - 10 lbs: CONSTANTLY (6+ HRS)  
Lifting 11 - 25 lbs: RARELY (0-1 HRS)  
Power Grasping: NEVER  
Pulling 0 - 10 lbs: CONSTANTLY (6+ HRS)  
Pulling 11 - 25 lbs: RARELY (0-1 HRS)  
Pulling 25 - 50 lbs: NEVER  
Pulling 51 - 75 lbs: NEVER  
Pulling over 75 lbs: NEVER  
Pushing 0 - 10 lbs: CONSTANTLY (6+ HRS)  
Pushing 11 - 25 lbs: RARELY (0-1 HRS)  
Pushing 25 - 50 lbs: NEVER  
Pushing 51 - 75 lbs: NEVER  
Pushing over 75 lbs: NEVER  
Reaching (above shoulder level): FREQUENTLY (3 - 6 HRS)  
Reaching (below shoulder level): FREQUENTLY (3 - 6 HRS)  
Repetitive use of hand: CONSTANTLY (6+ HRS)  
Simple Grasping: FREQUENTLY (3 - 6 HRS)  
Sitting: CONSTANTLY (6+ HRS)  
Standing: FREQUENTLY (3 - 6 HRS)  
Twisting: CONSTANTLY (6+ HRS)  
Use of Personal Protective Equipment: NO  
Walking: FREQUENTLY (3 - 6 HRS)  
Working around equipment and machinery: Office equipment  
Ages of Patients Served: ALL AGES

Internal: Patient Service Representative (City Heights)



Job Details

**Job Requisition ID** R0005122  
**Location** City Heights FHC  
**Posting Date** 02/27/2020 - 7 days ago  
**Job Family** Administrative/Support Services  
**Time Type** Full time  
**Job Type** Regular  
**Supervisory Organization** Registration: City Heights (Martha Barba (1039))

Recruiter



Leslie Limcuando (10167)

Hiring Manager



Martha Barba (1039)

Team Members

Similar Jobs

Patient Service Representative - Physical Rehab (City Heights)