



Cassopolis
Family Clinic Network

Job Posting

Date: 9/6/19

Title: Medical Receptionist

FSLA: Full Time, Non-Exempt

Location: Niles Community Health Center

Cassopolis Family Clinic Network (CFCN) is seeking a Medical Receptionist to join the Niles Community Health Center team. The Receptionist is responsible for a variety of clerical duties in the front office and functions as a member of the healthcare team by processing medical record data.

Principle Duties and Responsibilities:

- Promotes the mission and philosophy of providing quality healthcare and related services to the medically underserved. Upholds and ensures compliance with and attention to all corporate policies and procedures, as well as the mission and values of the organization.
- Ensures all actions, job performance, personal conduct and communications represent the organization in a highly professional manner at all times.
- Maintains a commitment to the achievement of quality healthcare services by maintaining patient rights, safety, privacy, confidentiality and excellent customer service philosophy.
- Performs a variety of clerical tasks, including, but not limited to, answering the telephone, taking complete messages, collecting new patient information, patient account maintenance on the billing system, scheduling appointments, appointment reminder phone calls/texts, greeting and registering patients and patient check-out. Responsible for balancing daily charges and payments completing a batch slip. Responsible for preparing daily bank deposit. Each staff is responsible for his/her own drawer.
- Prepares all paperwork for daily clinics.
- Responds to requests for patient medical record information from various agencies and physician offices.
- Verifies insurance or medical benefits coverage to be sure CFCN accepts the plan.
- Greets patients in a warm and welcoming manner; looks directly at them and speaks to them as they approach the front desk area to welcome them.
- Answers the phone in a timely manner with a warm and welcoming voice, announcing the name of the health center site.
- Verifies patient demographic information at each visit. Asks the patient/parent/responsible party to state phone number(s) and current address to assure the information in the EHR is accurate.
- Collects co-pays prior to patients being seen. Researches account balances and requests payment

from patients. Documents details of non-payment on computer, or advises the billing department of non-payment.

- Refers patients with balances to the billing/collection department.
- Promotes the Healthy Michigan Plan and the Accountable Care Act, the Breast and Cervical Cancer Control Program (BCCCP), and the Sliding Fee Discount Program. Distributes and processes information and/or refers uninsured patients to the Community Health Workers.
- Accepts and responds to organizational changes.
- Performs other duties as assigned.

Knowledge, Skills and Abilities Required:

Education:

High School Diploma or G.E.D. required.

Experience:

No previous experience required. Four to six weeks orientation.

Skills:

- Ability to act as a team member.
- Excellent reading, writing, understanding and ability to speak the English language and mathematical skills.
- Must possess exceptional accuracy in data entry skills, writing, typing, filing and organizing.
- Ability to work independently of supervision.

Interpersonal:

- Excellent communication, ability to work with individuals of diverse economic, social and/or cultural backgrounds.
- Must be able to demonstrate customer focused interpersonal skills in order to interact in an effective manner with patients and families.
- Must be able to effectively collaborate with administration, physicians and clinical support staff as part of a team.
- Ability to organize, prioritize and manage time.
- Ability to multitask, set priorities and goals and deal with frequent interruptions.

Reporting Relationships:

Reports to Operations Assistant

CFCN Employee Benefits:

CFCN offers an attractive compensation and benefit package including paid time off, paid holidays, medical/dental/RX and vision insurance, short and long term disability, life and accidental death and dismemberment coverage, and a 401k retirement plan.

How to Apply:

For consideration, please send your resume to Tammy Howard, 261 M-62 North, Cassopolis, MI or email to: thoward@cassfamilyclinic.org.