

## Job Description

**Job title:** Medical Office Assistant /Scheduler  
**Reporting to:** Practice Manager  
**Hours:** Full-time Exempt  
**Revision Date:** 01/03/2019

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### Purpose of the position

The Front Desk/ Medical Assistant provides support to the remote Care Managers, patients and physician network for care management services. The FD/MA collaborates with Care Managers, Community Health Workers, and Care Coordination staff to optimize patient registration, insurance verification activities according to member benefit design, and develop proficiency in scheduling workflows. The Medical Assistant is an advocate on behalf of the practice and the patient with outside healthcare facilities and ancillary agencies involving the patient's care, required services, durable medical equipment, and the patient insurance carrier applicable to programs guidelines facilitated by United Physicians.

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### Responsibilities & duties

- Patient registration, Insurance verification, and appointment scheduling
- Conduct intake and interviews with patients via phone calls, and facility visits where patients can be found. Assist patients with completing applications and registration forms.
- Conduct eligibility determination, enrollment and follow-up with uninsured patients.
- Help patients set personal goals, and attend appointments. Provide referrals for services to community agencies as appropriate. Transporting patients is strictly prohibited.
- Exhibit excellent working relations with patients, visitors and staff, effectively communicating United Physician's mission.
- Work closely with the medical providers to help ensure that patients have comprehensive and coordinated care.
- Follow-up with patients should be continuous from initial identification through closure.
- Work cooperatively with other clinical personnel assigned to the same patient.
- Be knowledgeable about community resources appropriate to needs of patients/families
- Act as a patient advocate and liaison between the patient/family and community service agencies (i.e., schools, Department Human Services, Health Care for Homeless, hospitals, support groups, etc.).
- Record patient care management information in the EMR and other software no later than 24 hours after patient contact.
- Attend regular staff meetings, training and other meetings as requested. Manage assigned caseload of patients and other duties as assigned.

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### Qualifications

- High school diploma or the equivalent, Bachelor's degree in Human Services or other Health-related field is preferred, or an equivalent combination of education and experience from which comparable knowledge, skills, and abilities can be acquired.
- Successful completion of a Certified Medical Assistant training program.
- Excellent written and oral communication skills required.
- Experience working in a multi-cultural setting.
- Experience working in a community-based setting for at least 1 to 3 years preferred.
- Knowledge of some medical terminology preferred.
- Basic computer skills.
- Ability to initiate and maintain positive working relationships with United Physician staff and other organizations.
- Understand program initiative facilitated by United Physicians.
- Ability and willingness to provide patient education, support, and motivation to patients regarding their care management benefits.
- Care management and patient self-management training consistent with local standards
- Knowledgeable of multiple electronic medical records applications
- Knowledge of CPT billing codes
- Valid driver's license and reliable transportation

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#### Performance Skills

- Able to engage patients, family, caregivers, other members of the Care Management team and the client practice PCMH team in a common understanding of each patient's individual plan for health
- Sensitive to cultural, linguistic, and psycho-social barriers to successful self-management and implementation of the individual care management plan
- Creates sense of empowerment on the part of patients, family and caregivers
- Able to work in client practices with limited direct supervision
- Manages multiple and conflicting priorities
- Able to resolve customer inquiries and complaints in a timely manner and consistent with corporate policy
- Extroverted personality that enjoys interacting with new people from different backgrounds

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#### Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.