

## Detailed Job Description

**Job Title:** Scheduler/Medical Assistant

**Reporting to:** Manager, Business Operations

**Department:** Care Management Department

**Hours:** Exempt

**Performance review period:** Annual

**Revision Date:** 06/30/2022

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### Role General Description:

The Scheduler / Medical Assistant is responsible for processing referrals, scheduling patient appointments over the phone, answering phone calls, working with physicians' offices in the United Physicians network to help navigate their patients eligible for care management programs and services. The Scheduling Assistant is required to collaborate with Department Managers, Care team, Community Health Workers, and Care Coordination colleagues to optimize patient registration, insurance verification activities according to member benefit design, and develop proficiency in scheduling workflows.

### Responsibilities and Duties

- Patient registration, insurance verification, and patient outreach and appointment scheduling
  - Conduct intake and interviews with patients via phone calls, and monitors patient activities using data feeds to following patients navigating in the health systems for engaging in services. Assist patients with completing applications and registration forms.
  - Conduct eligibility determination, enrollment, and follow-up with uninsured patients.
  - Processes referrals for care management services, including determination of eligibility, scheduling patients, communication to care managers and primary care practices.
  - Supervises the accuracy of diagnosis coding and billing related to claims submission, the fundamental step in the revenue cycle process for the Care Management Department.
  - Assists in monitoring the billing process in EMR by tracking activity; resolving problems; recommending actions.
  - Counsels and educates clinical staff on billing compliance to ensure accurate and timely submissions of claims to maintain program integrity.
  - Provides daily oversight of hospital and skilled nursing facility admission and discharge feed. Communicates, and coordinates needed care management services for patients engaged in Care Management Services.
  - Responds to telephonic inquiries from patients, practices, and payers.
  - Coordinates and communicates important program elements and changes to the care management team and primary care practices to supports the ongoing relationship with primary care practices engaged in care management services.
  - Ensures the program maintains compliance with HIPAA and related information security policies, ensures safekeeping of confidential information.
  - 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.
- 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
- Customer service experience
- Minimum 1 -2 years' experience with scheduling required
- Must be proficient with general office responsibilities.
- Must be proficient in Microsoft Office and email communication

## Performance Skills

- Team player
- 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
- Time management, organizational and prioritization skills
- Sensitive to cultural, linguistic, and psychosocial 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
- Manages multiple and conflicting priorities
- Able to resolve customer inquiries and complaints in a timely manner, consistent with corporate policy
- Extroverted personality that enjoys interacting with new people from different backgrounds

## 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. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.