



POSITION TITLE: Patient Care Coordinator

REPORTS TO: Office Manager

SUMMARY OF ESSENTIAL FUNCTIONS:

The Physical Therapy patient care coordinator role requires someone forward thinking who is capable of managing the patient's goals and fears. We want someone who is ready to be a critical part of the front office team that provides for the entire patient experience - beginning, middle and end. We will provide support and training to help people grow into the role.

BENEFITS:

- Starting wage of \$15-\$18/hr, scaled up with experience
- Mandatory 3% company match on 401K
- Choose how to allocate your benefits funding towards the following programs:
 - Up to 5 extra days of vacation per year (on top of guaranteed 10 days of vacation)
 - Up to 10 days of sick leave per year
 - Up to \$1,000 educational stipend
 - Funding towards health / dental insurance
- Guaranteed mentorship time with the Office Manager to train and help you learn to care for patients in the way you want to

ESSENTIAL FUNCTIONS:

- Great customer service skills - meaning smiles, greeting people, being empathetic, being helpful and having an upbeat personality, not just in person but on the phone as well
- Communicate with patients including answering phones, scheduling/rescheduling, missed appointment follow up
- Guiding patients with their intake information, medical history and body part questionnaires on a laptop or tablet

- Completing patient registrations and insurance benefit authorization / verification accurately
- Appointment scheduling and therapist schedule optimization
- Communicate frequently (verbally / via email) with physical therapists to optimize the patient's experience
- Obtain insurance pre-approvals and authorizations for treatment on behalf of patients
- Helping patients understand their insurance benefits
- Answering patients' billing questions
- Collecting and processing payments, setting up patient payment plans
- Process and enter insurance payments into EMR
- Managing patient documentation, putting together patient charts, ensuring critical documents are scanned in
- Communicate with doctor's offices for information, work comp adjusters for authorizations and claims information.
- Tracking and managing daily clinic cash flow
- Enter and code bills in Quickbooks
- Coordinating with EMR representatives to ensure insurance is being billed accurately and timely

Required skills:

- Medical office experience preferred
- Analytical and problem solving ability
- Proficiency with computers, Google Applications, Microsoft office applications and collaboration tools
- Willingness to work with multiple areas of the business to support patients
- Must be willing to work independently and as part of a team
- Ability to display professionalism and discretion while working with patients
- Obtain continuing education as required by business growth
- Proficiency with email
- Requires manual dexterity and general strength and endurance, including the ability to lift 5-50 lbs for office supplies

Minimum qualifications:

- Associates degree or equivalent education / work experience preferred
- Full-time (~40 hours per week)
- Bilingual (English / Spanish)