Position: **Patient Care Specialist**

POSITION SUMMARY

Under the supervision of the Director of Patient Access, provides patient advocacy, scheduling, patient registration, insurance verification, and other functions to deliver an exemplary caller experience. Serves as a care team liaison for patients and staff of Hidalgo Medical Services.

The delivery of quality service and positive interactions with our customers are critical to the completion of all tasks within this job description; thus, the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors, and HMS employees in a courteous, respectful, and professional manner. Guidelines include all HMS policies and procedures.

POSITION RESPONSIBILITIES

1. Provides call center support to Medical, Dental, and Behavioral Health Clinics and call types.
2. Answer incoming calls in a professional, accurate, timely, and courteous manner with empathy and professionalism.
3. Meeting or exceeding established metric goals.
4. Ascertain the nature of the call and enter the appropriate disposition code.
5. May process payments, issue receipts, and notify patients of past due balances.
6. Schedule patient appointments.
7. Check the appropriate database for insurance, Medicare, Medicaid, etc., eligibility at every encounter.
8. Answer telephones, create telephone encounters (TE) in eCW. May also transfer calls to the appropriate department.
9. Take calls back-to-back while toggling through several applications on multiple screens.
10. Remain customer-focused at all times to meet tailored needs, providing positive outcomes for our members' well-being.
11. May need to resolve customer complaints through independent problem-solving skills and one-call resolution.
12. Understand and strive to meet or exceed call center metrics while providing accurate information to callers with a courteous and professional demeanor.
13. Documenting patient interactions and updating relevant systems according to established guidelines.
14. Be open and receptive to change and process improvement.
15. Attends all required weekly meetings

16. Collect data for billing of services provided by HMS, including off-site care.
17. Maintain a professional work area **free of food,** clutter, or other items that might impair delivery of quality and safe customer service.
18. Notify supervisor of any issues needing attention.
19. Assist patients in navigating other departments/services, including referrals, pharmacy, medical records, billing, etc.
20. Promote the fiscal stability of HMS by cost-effective use of resources.
21. Assist in the collection of quality assurance data as assigned.
22. Be courteous, friendly, and professional, and acknowledge all patients/clients/visitors.
23. Communicate with the supervisor as appropriate for any issues that are out of the ordinary.
24. Participate in training as required.
25. Comply with all HMS policies and procedures.
26. Verify the identity of vendors and contact the appropriate person for access to the facility.
27. Participate in monthly fire drills/mock codes when applicable.
28. Complete work orders and submit them to the supervisor as necessary.
29. Obtains Preauthorization when required.
30. Perform other duties as assigned.

MINIMUM QUALIFICATIONS

High School graduate or equivalent.

REQUIRED SKILLS

Strong and proficient customer service skills.
Must be a strong team player and know telephone etiquette.
Strong organization skills.
Knowledge of procedural guidelines as they relate to the Insurance Board, Medicaid, Medicare, and other agencies involved with reimbursement procedures.
Effective verbal and written communication skills, understanding the legal and confidential nature of all medical information, and the need for professionalism in all HMS communications.
Ability to multitask, navigate computer systems efficiently, and type accurately.

Demonstrated skills on the following machines:
Photocopier
Personal computer experience; typing speed of 55 wpm
Fax
Scanner
Proficient in interacting with the public

DESIRED ABILITIES

Fluency in English and Spanish, both written and oral, preferred.

Experience with electronic medical records preferred.

To Apply:

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or
Dropped off or mailed:
1105 N. Pope Street, Building C, Silver City, NM 88061
or
530 De Moss Street, Lordsburg, NM 88045
For more information call 575-534-0788 or 575-542-2326