



Building a Healthy Community

**Empower "U", Inc.**

Community Health Center

## **OFFICE MEDICAL SECRETARY**

### **JOB SUMMARY**

The Office Medical Secretary is primarily responsible for front desk operations, administrative support and client reception. This position is full-time.

### **JOB RESPONSIBILITIES**

#### ***Administrative Duties:***

- Routes clients/patients to the appropriate areas within the agency.
- Answers phones, checks and returns voice messages in a timely basis.
- Assists with front desk duties as required (i.e. telephone appointment scheduling and/or patient reminder calls).
- Updates patient's demographic information into the agency's data system.
- Photocopies patient's health records based on 3<sup>rd</sup> party request and prepares invoice.
- Ensures patient documentation is fully completed and recorded in agency's database.
- Ensures documentation for new patients are collected and recorded in patient's electronic health records (EHR).
- Verifies patient insurance carrier/coverage prior to visit to ensure accurate billing.
- Responds to all correspondences and tasks (via letter, email, faxes) in a timely manner
- Maintains monthly patient insurance carrier in binder.
- Records and maintains patient's health records in agency's database and other data system and/or patient's records as required.
- Ensures external 3<sup>rd</sup> party documentation (i.e. labs, consultations reports etc.) is collected and entered in the patient's electronic health records (EHR).
- Assists in ensuring that the medical office (front desk and waiting area) is kept clean and tidy at all times.
- Informs patients of eligibility status (RW expiration and insurance termination) prior to physician visit via telephone.

#### ***Fiscal Duties:***

- Researches insurance plan coverage and documents covered services in patient health records (both paper and electronic records).
- Review explanation of benefit (EOB) for denials or pending claims.
- Assist supervisor in following up on denials and/or pending claims with 3<sup>rd</sup> party payers.
- Prepares invoices for payments of medical records requests.
- Addresses and problem-solve patient billing issues when presented.

#### ***Quality Assurance/Compliance Duties:***

- Ensures online training's are current as required.
- Ensures that medical operations fully comply with agency and HIPAA requirements.
- Participates in agency developmental activities as required.
- Other duties as assigned.



## **OFFICE MEDICAL SECRETARY**

### **QUALIFICATIONS**

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#### ***Educational Qualifications:***

- High school diploma required.
- Education in medical reception and medical administrative duties highly recommended.

#### ***Training and Experience Qualifications:***

- At least two years of work experience in medical settings specifically front desk operations are required.
- Medical billing experience preferred.
- HIV/AIDS trainings preferred.

#### ***Job Knowledge and Skills Qualifications:***

- Bilingual (English-Spanish) is preferred.
- Computer knowledge should include Microsoft Outlook, Word and Excel.
- Excellent problem solving, communication, organizational and teamwork skills are required.
- Ability to work with multicultural and diverse population is required.

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***Empower "U", Inc. is an equal opportunity employer. It is our policy to recruit, hire, train, and promote people without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, disability, or veteran status, except where age, sex, or physical status is a bona fide occupational qualification. All employees receive a competitive compensation package.***

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