



Patient Service Representative opportunity in After Hours Care

UCSF Benioff Children's Physicians (UBCP) is a multispecialty physician foundation, and an associated clinically integrated network. Our primary goal is to foster physician collaboration to deliver the most advanced maternal and pediatric care throughout Northern California and beyond. We have Pediatric and Adolescent Care, Ophthalmology, Maternal Fetal Medicine and After Hours Care clinics located throughout the San Francisco Bay Area.

POSITION SUMMARY:

Under direct supervision of the Care Center Supervisor this position provides administrative support for patients and physicians in the practice. The Patient Service Representative (PSR) is the initial point of contact for external physicians and the public at large. The incumbent must possess exceptional public relation/customer service skills and be able to communicate with patients and physicians in an effective manner. Primary responsibilities are to identify the needs of the caller and execute a plan to meet the needs for registration, scheduling, billing/claims inequities, My Chart support, and general questions. In addition, the PSR must also be able to assist in resolving issues and improving quality of care, ensure necessary authorizations are obtained prior to patient visits, check-in and check-out patients, post payments in real time, update patient demographics, and to troubleshoot any billing problems that may arise.

JOB DUTIES AND RESPONSIBILITIES:

- I. **Service Standards:** Demonstrated ability to remain professional, even when working through difficult situations, support the vision of the Care Center and the core values of UCSF Benioff Children's Physicians.
- II. **Hours of Work:** Must be available to work a minimum of two (2) evening shifts per week and five (5) weekend shifts per month, four (4) major holidays per year and be reasonably available for the night shift. As a non-exempt employee, you are expected to be available for your regular shift as well as any overtime hours that may be required by the needs of the business. Overtime must be pre-approved by supervisor and recorded on timesheet.
- III. **Essential Functions:**
 - A. **Productivity/Efficiency**
 1. Answers phones professionally and warmly to assist all callers with their healthcare objectives.
 2. Receives patients at the care center. Tasks include: providing information about clinical services, insurance and payment policies; patient's registration; processing new patient paperwork; collecting copays; and following up with patients for payment /insurance information when necessary.
 3. Attends to physician and practitioner needs to support patient care and practice development.
 4. Schedules and confirms appointments. Monitors schedule frequently for capacity.
 5. Attends to billing corrections in a timely fashion. Asks for assistance as needed to expedite patient concerns as quickly as possible.
 6. Distributes incoming paper lab results and scans records into patient chart on a daily basis, as directed by the Supervisor.

7. Helps maintain office supplies, equipment and general office systems.

B. Technical Skills

1. Effectively utilizes Electronic Health Record (E.H.R.), Microsoft outlook and MS Office Suite.
2. Takes a proactive view of daily and weekly clinician schedules, fills openings via the waiting lists and through requesting patient names from clinicians. Works diligently to keep clinicians' schedules full.
3. Keeps patient demographics and insurance information accurate and up-to-date in in the EHR.

C. Communication

1. Provides friendly, knowledgeable and responsive internal and external customer service. Sets appropriate expectations for patient and staff like.
2. Reminds patients of their appointments 72 hours in advance and on a daily basis or as needed, defined by the department workflow.
3. Checks voicemail throughout the day and returns patient calls the same day and no later than 24-hours.
4. Utilizes EHR to communicate about appointment details. Keeps other administrative team members well-informed of any patient(s) or physicians(s) needs, schedule changes, etc.
5. Keeps Supervisor informed of customer compliments, complaints, or problems / critical issues with clinical services in a timely manner.

D. Quality

1. Maintains current knowledge of all physicians and services of the practice.
2. Consistently extends a professional, warm environment by using a pleasant tone of voice and maintaining composure at all times.
3. Attends staff meetings and other office meetings, as required.
4. Holds self and peers accountable to uphold the Standards of Behavior regardless of race, ethnicity, culture, religious affiliation, disability, socioeconomic background, education, sexual orientation, marital status, gender, age or position.

E. UBCP Citizenship

1. Adheres to all UCSF Benioff Children's Physicians policies and procedures (i.e. Administrative and Human Resources), practices safe work habits, and engages in good business standards and practices.
2. Respects and is sensitive to cultural diversity, patient care, patient rights and ethical treatment, safety and security of physical environments, teamwork, and demonstrates respect for others.

F. Working Relationships/Contacts:

Initiates and maintains effective working relationships with UBCP colleagues and other people with whom the incumbent must interact to perform their responsibilities.



IV. Other Job Functions:

- A. Complies with all HIPAA regulation and UBCP standards of patient confidentiality.
- B. Accepts and performs other job related duties, projects and responsibilities, as required.

V. Position Requirements:

- A. **Education:** High School diploma or equivalent required.
- B. **Knowledge:** Minimum of two years customer service experience, preferably within a health care environment. Experience working with patients and physicians as well as using Electronic Health Record. Experience with busy phone lines also strongly preferred.
- C. **Skills:** Requires exceptional communication and customer service skills, strong organizational skills, ability to prioritize and manage a great number of details and multi-task with strong follow through are mandatory. Ability to take initiative, learn quickly and actively, participate as part of an administrative team also mandatory. Computer proficiency with MS Office Suite, including Word, Excel and Outlook, as well as an ability to learn new programs with ease. Must have the ability to establish and maintain effective working relationships with all levels of staff, volunteers and the general public. Must possess excellent interpersonal skills and be comfortable with people in all stages of health and healing. Must adhere to HIPAA regulations and maintain clinic, physician, RN and patient confidentiality.

ADDITIONAL INFORMATION

The essential functions listed are typical examples of work performed in this job classification. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. This position may also perform other duties as assigned.

We offer a competitive benefits package including a very generous 401(k) and Paid Time Off (PTO) plans.

It is the policy of UCSF Benioff Children's Physicians to provide equal employment for all qualified individuals; to prohibit discrimination in employment because of race, color, creed, religion, marital status, sex, sexual orientation, gender identity or expression, ancestry, national origin, age, medical condition, disability or status as a veteran or a disabled veteran. Equal employment opportunities apply to every aspect of UBCP's employment policies and practices.