

## JOB DESCRIPTION

---

<b>POSITION:</b>	<b>Patient Care Financial Representative (PCFR)</b>
<b>DEPARTMENT:</b>	<b>Medical Laser Services, LLC dba (CEC)</b>
<b>SUPERVISOR:</b>	<b>Practice Manager</b>
<b>JOB TITLES SUPERVISED:</b>	<b>None</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>

---

Under the direction of the Lead Patient Care Financial Representative and the Practice Manager, the Patient Care Financial Representative (PCFR) is responsible for ensuring that patient's questions are answered and the checkout process is done with the highest level of customer service and detail. The PCFR is responsible for ensuring that the patient is accurately billed and their discounts are applied appropriately. The PCFR must pay special attention to the posting of the inventory and discounts. This position will be responsible for reviewing and reconciling patient accounts and will participate in improving the overall quality and performance of the office by working as a team to implement work flow efficiencies. This position will also provide backup support to the Patient Care Schedulers and will cover the phones and schedule as needed. The incumbent may be traveling to the Falmouth location as well.

### **Responsibilities include and are not limited to:**

- Ensuring that patients check out time is a priority
- Identifying and resolving billing discrepancies as it relates to the patient experience
- Collaborating with team members by sharing knowledge, ideas, identifying concerns, and finding resolutions
- Accurately posting charges and discounts, collecting payments, and billing inventory on patient accounts
- Participating in marketing events such as open houses and offsite events
- Reconciling scheduled appointments and deposits at the end of the day
- Maintaining professionalism in all interactions with patients and staff
- Ensuring all communication remains HIPPA compliant at all times
- Answering phone in a professional and courteous manner and relaying messages in a timely fashion
- Performing additional tasks as assigned.

## **EXPERIENCE**

Must possess strong attention to detail and excellent customer service to each and every patient. Must have excellent computer skills and good judgment. Strong initiative to work independently and as a team player. Excellent interpersonal skills and the ability to remain poised when under pressure.

## JOB DESCRIPTION

---

<b>POSITION:</b>	<b>Patient Care Financial Representative (PCFR)</b>
<b>DEPARTMENT:</b>	<b>Medical Laser Services, LLC dba (CEC)</b>
<b>SUPERVISOR:</b>	<b>Practice Manager</b>
<b>JOB TITLES SUPERVISED:</b>	<b>None</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>

---

### EDUCATION

High School Diploma

### LICENSES / CERTIFICATIONS

None

### PHYSICAL DEMANDS (in a usual workday)

Sit	Total hours/day	<b>5.0</b>	Hours at one time	<b>1.0</b>
Stand	Total hours/day	<b>1.0</b>	Hours at one time	<b>1.0</b>
Walk	Total hours/day	<b>1.0</b>	Hours at one time	<b>.25</b>

Approximate percentages of time tasks are performed in carrying out the essential functions of this position:

10%	of time bending/stooping
5%	of time squatting
0%	of time crawling
5%	of time climbing
10%	of time reaching above shoulder level
0%	of time kneeling
50%	of time hand/fingers used for repetitive motion
0%	of time feet used for repetitive movements
0%	of time hands/fingers used for fine manipulation
5%	of time hands/fingers used for simple grasping
5%	of time hands/fingers used for pushing/pulling
0%	of time hands/fingers used for firm grasping
0%	of time head/neck in rotational movements
10%	of time head/neck in static position
0%	of time head/neck in extension movements
0%	of time head/neck in flexing movements

<b>POSITION:</b>	<b>Patient Care Financial Representative (PCFR)</b>
<b>DEPARTMENT:</b>	<b>Medical Laser Services, LLC dba (CEC)</b>
<b>SUPERVISOR:</b>	<b>Practice Manager</b>
<b>JOB TITLES SUPERVISED:</b>	<b>None</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>

\_\_\_\_\_