#### JOB DESCRIPTION

POSITION: Patient Care Financial Representative (PCFR)

**DEPARTMENT:** Medical Laser Services, LLC dba (CEC)

SUPERVISOR: Practice Manager

JOB TITLES SUPERVISED: None

FLSA STATUS: Non-Exempt

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.

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#### **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 | 1 <b>.0</b> |
|-------|-----------------|-------------|-------------------|-------------|
| Stand | Total hours/day | 1 <b>.0</b> | Hours at one time | 1 <b>.0</b> |
| Walk  | Total hours/day | 1 <b>.0</b> | Hours at one time | .25         |

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

| 100/ | C ··    | 1 1.                 |          |
|------|---------|----------------------|----------|
| 10%  | of fime | hending              | stooping |
| 10/0 | or time | ocham <sub>g</sub> / | 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

# JOB DESCRIPTION

| POSITION:<br>DEPARTMENT:<br>SUPERVISOR:<br>JOB TITLES SUPERV<br>FLSA STATUS:     | Medical Laser Serv<br>Practice Manager   | cial Representative (PCFR)<br>vices, LLC dba (CEC)   |
|--|--|--|
| Pounds employee is req<br>Usual distance carried<br>Pounds employee is req       | 20 ft.   |  |
| Must possess excellent of interacting with patients phone or in person. Mu       | DEMANDS (in a usual workday) communication and interpersonal and co-workers, management, and place to work with minimal such ability to consistently make source.  | skills as this position will be hysicians on a daily basis via upervision regarding time               |
|  |  |  |
| efforts, or working cond<br>intended to be an accura<br>revise the functions and | n exhaustive list of responsibilitie litions associated with the job. Whate reflection of the current job, the duties of the job or to require that stances dictate (such as emergencological developments). | hile this job description is<br>e practice reserves the right to<br>t additional or different tasks be |
| responsibilities, require<br>description does not cor                            | d understand the contents of this j<br>ments, and duties expected of me.<br>astitute a contract of employment a<br>ght to terminate my employment a<br>imilar right.   | I also understand that this job<br>nor alter my status as an at-will                                   |
| Submitted by: Name of  | Manager/Title  | Date   |
| Employe  | e Name   | Date   |
| Employe  | e Signature  | Date   |