JOB DESCRIPTION
Our Call Center Representatives are the Voice of our Gardner Family Health Network (GFHN). Under the direct supervision of the Call Center Supervisor, this position handles all aspects of patient registration, eligibility confirmation and appointment scheduling; and is the front-line representative for the health centers.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:
1. Answer telephone promptly and in a polite and professional manner
2. Obtain and enter accurate patient demographic and insurance information into GFHN’s Practice Management system. Ensure information is current with each call and update system as needed.
3. Send, retrieve, and properly respond to messages within the Patient Portal and act on requests accordingly, following proper protocol.
4. Utilize Text messaging program to send and receive messages to patients, following proper protocol.
5. Schedule appointments correctly following proper protocol; review appointment date, time, location and Provider with the caller
6. Inform the caller of items to bring to the appointment (including insurance card, medications, verification of income – if applicable, office visit fee, etc.)
7. Answer questions and offer other information, as requested or needed.
8. Manage recall and wait lists by sending letters and monitor to ensure lists are up to date.
9. Perform other specialized tasks as related to specific departments (medical, dental, optometry, integrated behavioral health); verifying eligibility / insurance authorization as required.
10. Ensure patients are assigned to the correct Primary Care Provider (PCP). Work closely with the Empanelment Analyst to ensure Provider panels are balanced.
11. Work with multi-disciplinary schedules, understanding the complexity of the various appointment types with the ability to schedule appointments accurately.
12. Work closely with Call Center Advice Nurses providing accurate information via task message for nurse to interact with the patients.
13. Acts as a mediator for the patients and health centers
   • Properly direct calls to other persons and/or departments when necessary.
   • Appropriately document messages and task to correct persons and/or departments
   • Use sound judgement in handling calls
   • Understanding of when to escalate calls to the appropriate person, including the Call Center Advice Nurses and Call Center Supervisor

3 TO 5 KEY SKILL SETS REQUIRED

REQUIREMENTS/QUALIFICATIONS

• High School Graduate or GED required
• Related healthcare certifications preferred (such as Medical Administration, for example)
• Two years of experience in customer service and/or related clinical environment
• Working knowledge of medical terminology preferred
• Bilingual in Spanish required
• Ability to handle confidential sensitive information
• Ability to communicate effectively on the telephone
• Proficient use of computer for entering, extracting or reporting, with the ability to type approximately 45 wpm with minimal errors
• Ability to work in a “call center” environment; work quickly and multi-task
• Ability to demonstrate good customer service

PHYSICAL DEMANDS
• While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to fingers, handle, or feel objects, tools or controls.
• Reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk and hear.
• Ability to sit at a desk or computer prolonged period of time.
• The employee must occasionally lift and/or move up to 25 pounds.
• Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
• Works inside & outside including motor vehicle travel between sites.