**SANTA YNEZ TRIBAL HEALTH CLINIC**

**JOB DESCRIPTION**

**TITLE:** Checkout Specialist

**DEPARTMENT:** Front Office

**CLASSIFICATION:** Nonexempt

**REPORTS TO:** Director of Operations

**DAYS/HOURS:**  Monday-Friday/40 hours per week

**JOB SUMMARY:**

At the direction of the Director of Operations, provides exceptional service to patients while providing outstanding support to healthcare providers. Interacts with patients and staff to checkout patients, collect funds, and schedule future appointments. Accurately enters and updates demographic and payer data in EHR.

**ESSENTIAL RESPONSIBILITIES:**

* Performs basic checkout and data entry duties, including:
  + Verification of coverage and payer eligibility, which may include programs, private insurance, Medi-Cal and Sliding Fee
  + Determining total charges, if possible, and accepting payment for services including labs
  + Evaluating and referring patients for billing assistance as needed
  + Scheduling return appointments for patients upon checkout
  + Charge Entry/Payment Posting
  + End of Day Reconciliation of posting activity
  + Balancing cash box daily
  + Verifies all patient encounters are accounted for and posted to appropriate patient account
* Prepares charts for the following day for the Medical Department, including:
  + Verifying insurance information is current and up-to-date
  + Ensuring registration information is correct
  + Ensuring all necessary forms and/or ID cards are updated and scanned into the system
* Performs basic receptionist duties, including:
  + Promptly answering telephone in professional and courteous manner
  + Scheduling patient appointments, either on the phone or in person
  + Scanning ID cards
* Assists patients in scheduling return appointments consistent with the provider's scheduling preferences
* Interacts with the medical staff to address any patient needs
* Interacts with the billing department to assist with patient's financial or billing concerns

**MINIMUM QUALIFICATIONS:**

* High School Diploma or equivalent.
* Minimum one year of experience with medical office check-in/check-out functions, preferably in multi-specialty group practice.
* English-Spanish bilingual skills required.
* Ability to maintain confidentiality.
* Ability to provide excellent customer service.
* Basic computer proficiency, including Microsoft Office applications such as Word, Excel, and Outlook.
* Demonstrated knowledge and experience with Electronic Health Record (EHR). NextGen experience a plus.
* Ability to effectively communicate information clearly and accurately to patients and staff in person and over the phone.
* Practical knowledge of medical front office procedures, regulations, and principles to carry out related tasks.
* Ability to work with minimal supervision.
* Ability to handle stressful situations.
* Ability to work well with others.
* Attention to detail on technical, procedural, and administrative tasks.
* Highly organized with excellent time management skills; ability to prioritize tasks and meet deadlines with frequent interruptions.
* Ability to understand cultural and social factors that influence health and compliance with appointments.

**DESIRABLE QUALIFICATIONS:**

* Willingness to receive continuing education training (some travel required).
* Native American preferred.

**LANGUAGE SKILLS:**

* Ability to read, analyze, and interpret forms, grants, and documents.
* Ability to respond to common inquiries or complaints from patients, regulatory agencies, or members of the business community.
* Ability to effectively communicate information to the patients and staff.

**MATHEMATICAL SKILLS:**

* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
* Ability to compute rate, ratios, and percentages, and to draw and interpret bar graphs.

**REASONING ABILITY:**

* Ability to solve practical and critical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, verbal, diagram, and/or schedule form.

**PHYSICAL REQUIREMENTS:**

* Ability to work in a dynamic and fast-paced environment with low to moderate physical activity. These activities can include: walking, stooping, bending, lifting up to thirty (30) pounds, and sitting.
* Normal range vision correctable to 20/20 and ability to hear within normal range.
* Ability to deal with time constraints and stress.

**WORK ENVIRONMENT:**

* The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
* While performing the duties of this job, the employee may be exposed to odors or airborne particles.
* The noise level in the work environment is usually within normal range.

**I have received, read, understood, and agree to perform the duties described in the above job description.**

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Signature of Employee Date

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Printed Name of Employee

Revised: 06/21