

**Cayuga Medical Associates**  
**Job Description**

**Job Title:** Patient Services Representative

**Purpose:** To support providers and assist patients with the administrative and clerical needs of the practice.

**Reports to:** Practice Manager or designee (Office Coordinator or Team Leader)

**CMA Pledge to Service Excellence**

All CMA employees are required to display the following cornerstones in representing themselves as an employee of Cayuga Medical Associates:

- *Patient-Centered Excellence:* We will provide exceptional and compassionate care, one patient at a time.
- *Teamwork:* We will work together as a cohesive team.
- *Safety:* We will maintain a safe, clean, and welcoming environment.
- *Respect:* We will maintain a respectful and peaceful atmosphere.
- *Professionalism:* We will act in a professional and positive manner.

**Essential Job Functions**

Based on division of duties and work flow in each location, duties may include some or all of the following:

- Check in patients upon arrival.
- Verify/Update patient demographics.
- Scan insurance cards.
- Obtain signatures on required forms (HIPAA, etc.).
- Update status in Medent (arrived, waiting, etc.).
- Collect outstanding balances and co-pays.
- Assist with additional scheduling such as labs, x-rays, procedures or testing; send orders.
- Take messages or triage phone calls.
- Schedule patient appointments.
- Initiate paperwork for insurance referrals and pre-authorizations.
- Mail new patient questionnaire.
- Print schedules for the next day.
- Place provider meetings in Medent.
- Appointment confirmation calls in some offices.
- Check out patient and print CVS.
- Responsible for daily cash out and bank deposit.
- Turn phones over to/from answering service.
- Answer/direct incoming phone calls; triage as appropriate.
- Make appointments over the phone with appropriate provider.
- Place new and returning patients in provider schedule according to office protocols/provider template.
- Make follow up appointments.
- Open/organize templates for providers.
- Assist with physician meeting scheduling (in some practices).
- Call for insurance referrals and pre-authorizations.

- Send email to patients with regard to patient portal.

In smaller offices, duties may also include:

- Records releases.
- Monitor fax tank and scan records.

#### **Knowledge, Skills and Abilities**

- Excellent customer service and problem solving ability
- Ability to think through potential solutions to issues
- Good time management and prioritization skills
- Good computer skills – Medent and Microsoft Office are utilized

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required for successful performance of this role. You may be asked to work in another department on occasion if staff shortages occur and if your home practice has the ability to float a staff member from one department to cover another. ***Other duties and responsibilities may be assigned as necessary.***

#### **Education and Training:**

- High School diploma or equivalent
- Previous medical office experience preferred
- College level training/education in a healthcare support field preferred
- Previous EMR use/training helpful

#### **Physical requirements:**

- Sitting-- 90%
- Standing-- 10%
- Reaching-- 50%
- Bending-- 20%
- Lifting-- must be able to lift 25 lb.

#### **Working environment:**

- Pleasant conditions; comfortable indoor climate with suitable equipment and tools to carry out the responsibilities of the job.
- Persons in this job may be exposed to communicable disease through patient care and interaction.

I have reviewed the above job description and accept this position with the acknowledgement that I am willing and able to meet all requirements and expectations.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name