



## Job Description

Front Office/Check-in

Avery, Watauga and Surry

Supervisor: Office Manager

### Duties Include:

- Check patients in and verify demographics including telephone numbers, addresses, guarantor and insurance information at each visit
- Scan Insurance card and link insurance in patient's chart
- Update new paperwork yearly
- Obtain proper documentation for SFS applicants and calculate household income accurately and acquire second signature for verification
- Capture picture of the patient if not already done
- Distribute patient questionnaires when necessary
- Answer telephones courteously and send patient messages to appropriate staff
- Schedule appointments
- Call and remind patients of their upcoming appointments
- Collect co-pays, deductibles and outstanding balances on patient accounts
- Post co-pays and SFS payments as pre-payments
- Check eligibility on patients not included in the daily batch, i.e. walk ins or work ins
- Review insurance eligibility and address any errors with eligibility as the patient checks in at each visit
- Scan paper documents into patients chart when completed
- Must be able to perform check out duties as well on days covering both positions
- Ensure daily workflow is maintained
- Other duties as assigned

### Training Requirements:

Patient Centered Medical Home Orientation

CPR certification

HIPPA Compliance

OSHA

Overview of Motivational Interviewing and SBIRT model

New Employee Orientation

Annual training reviews

Trauma Informed Care

Cultural Sensitivity

Core Competencies

Customer Service Excellence

Quality Improvement

Other trainings as needed to meet the needs of the organization

\*HCCH provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HCCH complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

HCCH conducts background checks on all final candidates. Employment is contingent upon a clear background check or approval of the CEO.

**I have read and understand this job description and certify that I can perform all the essential functions of this job. I have received a copy of the job description.**

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Employee Signature

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Date

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Supervisor

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Date

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Employee Signature

Date

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Supervisor Signature

Date