



Job Description

JOB TITLE: Registration Associate

DEPARTMENT: Business Office

SUPERVISION RECEIVED: Reports to Business Office Supervisor; Director of Administrator Services

SUPERVISION EXERCISED: None

JOB SUMMARY: The Registration Associate checks-in patients for appointments, obtains current insurance information, updates demographics and collects co-pays and patient balances. Additionally, the Registration Associate reviews patient accounts, prepares receipts, and balances collections.

ESSENTIAL FUNCTIONS:

- Greet patients and visitors in a prompt, courteous, friendly and helpful manner
- Verify and update necessary information in the patient demographic records
- Acquire patient insurance coverage, check eligibility dates, and scan insurance cards
- Collect co-pays and deductibles or payments directed by the credit counselor
- Maintain pegboard – includes posting of patient payments and daily balancing of daysheet
- Advise patients of account status and assist with billing inquiries
- Reconcile payments collected at end-of-day
- Obtain required information from patients as directed from other staff members
- Distribute medications prepared for patient pick-up
- Screen visitors and respond to routine requests for information
- Assist patient with ambulatory difficulties, call for rides, etc
- Open office doors & maintain reception area (papers, plants, etc.)

REQUIREMENTS & PREFERENCES

- Experience in a cash-handling and/or insurance-related field is helpful
- Basic knowledge of commercial and government payers
- Data entry skills in a PC environment
- Strong mathematical knowledge for reconciling accounts and balancing receipts
- Ability to communicate clearly and effectively while being friendly and helpful

PHYSICAL DEMANDS:

Essential functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills and abilities may change as needs evolve.