

## **Position: Patient Specialist**

### **POSITION SUMMARY**

Under the supervision of the Clinic Coordinator, provides patient advocacy, scheduling, patient registration, insurance verification, co-pay collections and serves as a care team liaison for patients and staff of Hidalgo Medical Services.

### **POSITION RESPONSIBILITIES**

1. Provides services to Medical, Dental, and Mental Health Clinics as applicable to clinic site.
2. Travel to and cover Patient Specialist related duties including but not limited to front desk, medical records, referrals, and claims scrubbing for all HMS clinics as needed.
3. Prepare, scrub, and submit claims to commercial insurance companies, Medicare, Medicaid, or other contracted payers.
4. All duties pertaining to the check in process including but not limited to: greeting and check-in patients, assisting patients with registration paperwork, update demographic information including insurance into the EHR, scan appropriate information into system.
5. Check-out patients and schedule future appointments.
6. Collect payments, issue receipts and notify patients of past due balances.
7. Schedule patient appointments.
8. Check appropriate data base for insurance, Medicare, Medicaid, etc. eligibility at every encounter.
9. Reconcile day sheets with funds on hand and prepare deposits as needed.
10. Answer telephones, take messages, create telephone encounters in EHR, transfer calls and check and respond to voicemails throughout the day.
11. Assist patients and visitors with departmental forms.
12. Refer patients to Family Support as needed.
13. Collect data for billing of services provided by HMS including off-site care.
14. Maintain a professional work area **free of food**, clutter, or other items which might impair delivery of quality and safe customer service.
15. Notify supervisor of any issues needing attention.
16. Greet all patients and visitors that come into HMS and assist them as needed.
17. Assist patient in navigating other department/services including referrals, pharmacy, medical records, billing etc.
18. Enable and assist patients' electronic access to their HMS records.
19. Promote fiscal stability of HMS by cost-effective use of resources.
20. Assist in collection of quality assurance data as assigned.
21. Notify/communicate with the appropriate medical, dental, or mental health staff when patients need assistance.
22. Be courteous, friendly, and professional and acknowledge all patients/clients/visitors.
23. Communicate with supervisor as appropriate, for any issues that are out of the ordinary.
24. Participate in training as required.

25. Comply with all HMS policies and procedures.
26. Review the completed patient information paperwork and ensure all information and appropriate signatures are completed.
27. Verify the identity of the patient. If the patient is a minor, obtain the Picture ID of the parent.
28. Ensure that interoffice mail is delivered and received.
29. Validate that the correct person is bringing in minor patients prior to them being seen.
30. Order office supplies as appropriate and assigned by supervisor.
31. Verify identity of vendors and contact the appropriate person for access to the facility.
32. Participate in monthly fire drills/mock codes when applicable.
33. Complete work orders and submit to Supervisor as necessary.
34. Maintain medication payment log.
35. All duties pertaining to medical records.
36. Ensure fax inbox is checked and faxes distributed to the appropriate departments daily.
37. Maintain fax server requests.
38. All duties pertaining to the referral process.
39. Coordinates all patient referrals at the request of the Provider(s) within the HMS system.
40. Obtains Preauthorization when required.
41. Schedules all referral appointments, coordinating with the patient and the outside Provider.
42. Notify patient of said appointment(s) and give necessary instructions as needed.
43. Enters all referrals into the current electronic medical record software system.
44. Tracks all referrals within the system.
45. Record reports as they are received from both inside and outside the HMS system Provider(s).
46. Ensures that all referrals are followed up and reports from referred providers are entered into the medical record and that HMS providers are notified that the referral process has been completed.
47. Ensure that all appropriate documentation is included with referral.
48. Perform other duties as assigned.

## **MINIMUM QUALIFICATIONS**

High School graduate or equivalent.

### **To Apply:**

Completed HMS Employment Application may be emailed to [jobs@hmsnm.org](mailto:jobs@hmsnm.org) or

Dropped off or mailed:

1105 N. Pope St, Building C, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-534-0788