

1. Call Center Representative (FT) Bahia Vista office

SCOPE OF POSITION The Call Center Customer Service Representative is responsible for managing the flow of inbound calls and assisting the practice in meeting its customer service goals and objectives.

OPERATIONAL RESPONSIBILITIES

- Answers, screens and directs calls to appropriate parties using a multi-line telephone system.
- Provides general practice information such as address and driving directions to callers as requested.
- Performs a variety of routine clerical tasks, such as processing incoming/outgoing mail, updating interoffice phone list, photocopying and faxing documents as time permits. Acknowledges patient's rights on confidentiality issues, maintains patient confidentiality at all times, and follows HIPAA guidelines and regulations.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

- High School education or equivalent; post High School education a plus.
- 1 to 2 years customer service experience in a medical inbound call center preferred.
- Excellent verbal, interpersonal, customer service and communication skills necessary for responding to patients, and interacting with physicians, supervisors and other associates. Ability to organize and accomplish multiple tasks and to have the flexibility to meet changing demands on a daily basis.
- Ability to take initiative and problem solve. Ability to maintain a professional manner even under stressful situations. Comprehensive knowledge of telephone and computer skills necessary to perform all functions of the position.

2. Check Out Representative (PT) Bahia Vista Office

SCOPE OF POSITION

The Check Out Representative is responsible for accurately entering charges, collecting payments from patients, posting payments in to the system, and assisting in scheduling re-visits

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Greet patients as they exit the clinical area, determine their needs and respond appropriately according to office protocol.
2. Verify codes, diagnoses, modifiers for accuracy, and captures all services rendered; perform final check on waivers, ABNs, and PIP disclosure forms.
3. Collect payments from patients including co-pays, deductible, previous

balances; process credit card payments.

4. Enter authorizations and cases, and assists with insurance verification and authorization process as needed.
5. Double checks patient's demographics for any missing information in the system.
6. Schedule re-visits. Refer patients to surgery or ancillary scheduler
7. as necessary.
8. Responsible for copying any paperwork provided to the patient that is not duplicated already, filing or scanning it in the patient chart according to office policy when necessary.
9. Read all information on the superbill or patient chart to ensure appropriate communication as related to protocols such as ancillary or surgery scheduling.
10. Maintains control over patient paperwork once they have checked out and send all paperwork to medical records for scanning into EMR.
11. Cover check-in desk as needed.
12. Uses scrubber to identify and correct claim issues.
13. Explain payment policies such as self-pay deposits, authorizations, and other payment policies, if needed.
14. Balances cash box first thing in the morning and last thing at night. Balance tickets and deposits at the end of each day.
15. Willingly participate in continuing training and cross training.
16. Participates in opening and closing rotation of front office as scheduled.
17. Maintains good working knowledge and understanding of patient insurances and managed care. , "
18. Displays cooperative behavior and interacts positively 'and effectively with others to promote a team environment.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

1. Prefer two years of experience in a medical office setting.
2. Good communication an interpersonal skills necessary for interacting with

patients, physicians supervisors and other staff.

3. Ability to organize and accomplish multiple tasks and have the flexibility to meet changing demands on a daily basis.
4. Ability to maintain a professional manner even under stressful situations.
5. Comprehensive knowledge of clerical skills necessary to perform all functions.
6. Analytical ability required in order to gather and interpret information necessary to resolve problems in an accurate and timely manner.
7. Ability to concentrate and pay close attention to detail.
8. Ability to maintain confidentiality.
9. Experience working with computers.

. Certified Medical Assistant

Sarasota Orthopedic Associates is looking for a dynamic Certified Medical Assistant to join our growing, professional team at one of our 3 locations in Sarasota, Lakewood Ranch and Venice, Florida. SOA specializes in the care and treatment of orthopedic and sports related injuries as well as multiple post-surgical conditions. Our patients range from high school athletes to the active retirement population and everything in between. If you want to apply your MA experience in an energetic, active Orthopedic office then SOA may be the place for you.

Benefits:

Competitive Salary, generous holiday and PTO benefits and Medical, Dental and Vision Insurance offered.

Education:

Certification from an accredited MA program required.

Knowledge Skills, and Abilities:

- Good communication and interpersonal skills necessary for interacting with patients, physicians, supervisors and staff.
- Ability to organize and accomplish multiple tasks and to have the flexibility to meet changing demands as needed.
- Ability to maintain a professional manner under challenging situations.
- Comprehensive knowledge of medical procedures, tests, and clinical/clerical skills necessary to perform all MA functions and assist physicians.
- Must know the principles and practice of PT, be familiar with the American Physical Therapy Association Code of Ethics.

You may apply by submitting your resume via email, via fax to 941.552.3311 or apply in person at 2750 Bahia Vista Street Suite 100 Sarasota. EOE

4. Workers Compensation Business Development Manager / PART TIME

EFFECTIVE DATE

December 21, 2016

APPROVED BY:

Robin Justice, Director of Billing & Collections

Roy Sosa, HR Director

REPORTS TO:

Director of Director of Billing & Collections

SCOPE OF POSITION

Under the direction of the Director of Billing and Collections, this position is responsible for all aspects of the practice's legal scheduling process and WC marketing.

OPERATIONAL RESPONSIBILITIES

1. Working knowledge of Centricity Practice Solution and Centricity EMR
2. Handle outsourcing to Stat Credentialing and remain the primary contact as needed.
3. Regularly visits WC carrier offices to build relationships between carriers and SOA.
4. Delivers collateral materials to the carrier offices as necessary. Coordinate with Director of Marketing on collateral material needed. Afford 60 days notice on significant removal of material or special request items.
5. Protects the image and brand of Sarasota Orthopedic Associates.
6. Maintains accurate CRM data with concise notes, dates, times and cash value, if any, of gifts or food given.
7. Plans CRM route on a weekly basis to ensure best efficiency while visiting critical referring offices.
8. Requests physician appearances at carrier meetings through the Director of Marketing.
9. Assists in copywriting of SOA collateral materials.
10. Arranges lunch meetings and office meetings between SOA physicians and WC Carriers to ensure adequate food and beverage is supplied for lunches as necessary.

11. Assists in booking presentations and/or presence at venues for carrier presentations as requested.
12. Familiarizes self with each SOA physician in order to accurately give details as to their expertise, specialty and/or new techniques.
13. Maintains working knowledge of basic orthopedic terminology.
14. Displays cooperative attitude, interacting positively and effectively with others to promote a team environment.
15. Other tasks and functions as required by the Director of Billing & Collections with a dotted line to the Director of Marketing.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

1. Two years of experience in a medical office setting; sales experience helpful.
2. Reliable automobile, driver license and insurance required as well as clean driving record.
3. Excellent communication and interpersonal skills necessary for interacting with referral offices, physicians, supervisors and staff.
4. Ability to organize and accomplish multiple tasks with flexibility to meet changing demands on a daily basis.
4. Ability to maintain a professional manner even under stressful situations.
5. Computer proficiency and knowledge of social media is required.
6. Analytical ability required to gather and interpret information necessary to resolve challenges in an accurate and timely manner.
7. Highly organized with exceptional attention to detail.
8. Ability to maintain confidentiality.
9. Ability to work independently.

WORKING CONDITIONS

1. Up to 80% travel within local area.
2. Ability to lift and transport marketing materials.

PHYSICAL DEMANDS

1. Regularly required to talk or hear
2. Regularly required to use hands
3. Work requires sitting and standing