

Orthosouth

A Division of MSK Group, P.C.

Job Posting

Date of Posting: 10/26/2021

Position: Physical Therapy Front Desk

Location: Briarcrest

Work Days/Hours: Full-Time Monday – Thursday (varied hours)

Friday 8:00AM-5:00PM

Date Position Available: Immediately

Contact: Louise Goodwin

Qualifications: Prior customer service experience and answering high volume phone lines. Previous appointment scheduling experience a plus. Excellent telephone and communication skills both written and oral; the ability to handle multiple tasks; self-motivated. Computer skills required. Ability to competently and accurately obtain patient information and schedule appointments following office protocol. Assist department in meeting/exceeding department goals. Must have the ability to work well under pressure. Must adhere to office confidentiality policy. Knowledge of Electronic Medical Record systems a plus. Comfortable discussing financial responsibilities to patients.

Duties: Knowledge of patient benefits, private insurance/WC/Medicare, and ensuring that insurance guidelines are followed. Contact insurance companies and obtain Physical Therapy benefits and communicate those to the patient. Collecting all co-pays and balances from patients. Perform related functions as outlined by the department manager and maintain an efficient follow up system. Enter patients in WebPT and assist techs by building medical charts with all correct information including benefits and orders from physicians. Retrieving all tests results referrals, MD notes and/or lab results prior to patient appointments. Effectively handle inbound calls and promptly and efficiently perform appointment scheduling tasks.