

Premier Family Medicine Center, LLC (PFMC)
General Job Description

Job Title: Medical Records / Referral Specialist

Summary of Duties: Obtains and releases medical records according to office guidelines. Professionally confirms all future appointments and accurately files medical reports into patient charts. Processes referrals for patients to seek medical treatment outside of PFMC. Assists with billing duties as requested by the Billing Supervisor.

Supervision Received: Front Office Manager

Essential Functions:

1. Answers telephone calls regarding medical record questions in a friendly and knowledgeable manner.
2. Processes and obtains accurate requested information ensuring proper release or request of medical records according to Federal/State/HIPAA guidelines. Updates computer system, keeping records accurate, to reflect any changes when releasing patient information.
3. Files all medical reports including PKU's, labs, correspondence, newborn records, on call dictation, etc., in proper order following office guidelines.
4. Files charts gathered from doctor's office, pods, and counters and files in front and back chart filing rooms in alphabetical order.
5. Prepares and processes all managed care referral paperwork.
6. Gathers pertinent information from physicians, nurse practitioners and nursing staff to complete referrals.
7. Contacts various offices/facilities to obtain necessary information to accurately complete referral requests.
8. Maintains referral records and files documentation.
9. Responds to patient inquiries regarding health plan referrals.
10. Reviews and updates insurance member lists on a monthly basis.
11. Updates CSHCS (Children's Special Health Care Services) status in patient's accounts
12. Makes daily confirmation calls to all patients two days in advance of their next appointment.
13. Communicates with the front desk to ensure quality of customer service with patient requests.
14. Goes to offsite basement as needed to file papers for inactive patients or to gather patient charts.
15. Assists the telephone operator as needed.
16. Attends monthly staff meetings as required.
17. Conducts self in accordance with HPA's employee manual.
18. Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.

Education: High school graduation or Two (2) - Year College Graduation

Skills/Experience:

1. Word processing and computer experience

2. Knowledge of business office procedures.
3. Ability to operate a computer and basic office equipment.
4. Ability to operate a multi-line telephone system.
5. Skill in answering a telephone in a pleasant and helpful manner.
6. Ability to read, understand, and follow oral and written instructions.
7. Ability to establish and maintain effective working relationships with patients, employees and the public.
8. Must be well organized and detail-oriented.
9. Minimum of one year work experience in customer service

Environmental/Working Conditions: Work is performed in an office environment. Occasional stress related to workload and customers with urgent needs.

Physical Demands: Work may require hand dexterity for telephone and office machine operation. Excessive standing and bending may be required when filing charts. May require occasional lifting of up to 20 lbs.

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