UNIVERSITY OF SOUTHERN CALIFORNIA
Patient Services Specialist
Job Code: 191033

Grade: 00
OT Eligible: Yes
Comp Approval: 5/20/2014

JOB SUMMARY:
Performs a variety of administrative duties in a clinic or practice. Provides assistance to patients and to management.

JOB ACCOUNTABILITIES:

**E/M/NA % TIME**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Greets patients and determines nature of visit.

Registers new patients and assigns patient IDs. Collects patient information, co-payment, patient account balance, and verifies insurance eligibility and coverage level for new and returning patients. Scans ID, insurance cards and collects all required forms. Alerts practitioners of patient’s arrival.

Verifies all insurance utilizing telephone contacts and web inquiries. Determines if patients’ insurance is contracted with USC. Ensures required authorization of services are obtained.

Receives record and various forms of payments following established policies and procedures. Provides records to patients in accordance with established policies and procedures.

Screens and prioritizes incoming calls, determining what contact or action is required for satisfactory disposition. Responds to inquiries or requests for information or refers to a supervisor, as appropriate. Receives and transmits messages, as appropriate.

Schedules and confirms appointments and follow-ups. Informs patient of pre-authorization components needed for treatment, diagnostic testing, etc. Provides callers with appropriate information, as needed.

Prepares and prints welcome, referral, dismissal, and other general correspondence, within established guidelines. Generates and issues daily appointment scheduler summary of next day and status of pending appointments. Updates management system with specific patient notes, amounts due upon confirmation call, check-in, etc. Ensures complete notes of all patient contacts are entered in management system.

Provides administrative support to supervisory and management staff.

Maintains a safe environment in accordance with compliance standards, policies, and safety regulations.

Ensures patients’ rights to privacy, safety, and confidentiality are maintained in accordance with HIPAA regulations, and with all policies and procedures. Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.
*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: [ ] No  [ ] Yes  In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

High school or equivalent

**Minimum Experience:**

2 years

**Minimum Field of Expertise:**

Experience working in a healthcare environment. Working knowledge of HIPAA compliance and insurance terminology. Demonstrated excellent interpersonal customer service and telephone skills. Demonstrated ability to multi-task. Demonstrated experience in a high volume, fast paced environment. Demonstrated team-oriented and collaborative work style.

**Preferred Education:**

Associate’s degree

**Preferred Experience:**

3 years

**Preferred Field of Expertise:**

Working knowledge of patient insurance management systems. Experience in consumer-side healthcare environment.

**Skills: Administrative:**

Answer telephones  
Assemble and organize numerical data  
Balance figures  
Clinical documentation  
Communicate with others to gather information  
Compute totals  
Customer service  
Establish filing systems  
Gather data  
Maintain filing systems  
Prioritize different projects  
Read handwritten text  
Schedule appointments  
Understand and apply policies and procedures  
Use database and/or word processing software  
Verify calculations

**Skills: Machine/Equipment:**
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:

May oversee student, temporary and/or resource workers.

SIGNATURES:

Employee: ____________________________ Date: ____________________________

Supervisor: ____________________________ Date: ____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The University of Southern California is an Equal Opportunity Employer