

Coos County Family Health Services Job Description

Job Title: Team Coordinator
Department: Front Office
Reports To: Front Office Manager/Credentialing Specialist
FLSA Status: Hourly
Prepared By: Front Office Manager
Prepared Date: 07/17/2021
Approved By: Ken Gordon, CEO
Approved Date: 08/11/2021

SUMMARY

Responsible for greeting patients; triaging and directing telephone calls, inquiries, and enrolling patients for services; updating patient demographics, insurance information, consent for services, personal contacts, HIPAA information, etc; posting payments, co-pays and other related tasks as assigned; and working with clinical teams to address patient services and satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Greets and assists patients in completing necessary forms

Helps maintain patient flow

Assists team with patient services: schedules appointments, arranges for patient call backs, transfers calls to triage as appropriate, prioritizes patient requests, maintains communication with teams, attends huddles, and assists with a variety of tasks

Relays accurate information to team [coordinators](#): patient name, date of birth, phone number and reason for call

Prints clinical summary for patient at end of each office visit

Enrolls patients and assigns primary care provider if patient does not have specific request for a provider

[Re-schedules patients when necessary.](#)

[Ensures demographic information is correct for all patients at each encounter.](#)

Processes co-pays, payments and other related tasks

Updates and verifies insurance information, demographics, consent for services and disclosures, personal contacts (for emergencies), and other regulatory requires such as HIPAA.

Offers information about sliding fee

Ensures paperwork for release/request of information, legal documents, DCYF, workers compensation and other required paperwork is delivered to the appropriate medical records department or provider

Assists Communication Coordinator to answer calls as needed

Monitors flags and email for updates and responds as needed

Works as a team player

Follows agency's policies, procedures and guidelines

Performs other job-related tasks as assigned

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or GED equivalent. Must be organized and efficient, with solid typing skills. Must demonstrate ability to work well with the public and to operate general office machines, including computers, copiers and fax machines.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required

*External and internal applicants, as well as position incumbents who become disabled as defined under the American With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis..

I have read the above job description and understand my duties and responsibilities as described herein.

Name

Date