



PATIENT SERVICES REPRESENTATIVE II

EYE-Q VISION CARE

POSITION ANNOUNCEMENT

EYE-Q Vision Care, a Fresno leading comprehensive eye care provider since 1956, is seeking a Patient Services Representative II to join its dynamic team. Under the direct supervision of the Elective Services Coordinator, the PSR II performs accurate completion of patient accounts based on policies and procedures to include but not limited to admission and registration functions – these include greeting patients, posting payments, updating patient demographics and insurance information, and taking phone calls. Representative ensures all insurance requirements are met for eligibility and informs patient of their financial responsibility.

JOB RESPONSIBILITIES

- Greet patients and visitors (vendors, etc.) in a courteous and professional manner.
- Intake patient requests for forms (DMV, etc.) and medical records requests and directing them to the appropriate staff to complete
- Triage walk-ins and schedule as applicable
- Cover both check-in and check-out processes, which consists of:
 - Ensure insurance has been verified
 - Collect outstanding balances and new balances (copays, optical, etc.)
 - Post payments collected to practice management system and balancing daily
 - Acquire estimates and quotes for uninsured patients from Coding staff
 - Make appointments for return visits as applicable
 - Print and obtain signatures for all applicable forms (HIPAA, AOB, etc.)
 - Update patient demographics as applicable
 - Reviewing appointment details
 - Scheduling return appointments and issuing appointment cards
 - Assisting patients with questions about their insurance, appointments, and balances
- Disinfection of common areas, as assigned

EXPERIENCE & REQUIREMENTS

- Minimum of 2 years clerical or call center customer service experience in a medical setting
- Bilingual English/Spanish and experience with NextGen, preferred

If you are interested in applying for this position, please submit a cover letter with a copy of your resume to careers@eyeqvc.com.