

JOB TITLE: Call Center Representative
Part-Time/Hourly/Non-Exempt Position

OFFICE LOCATION: 400 International Drive, Williamsville, NY 14221

GENERAL SUMMARY OF DUTIES: Call Center Representatives are responsible for addressing patient concerns regarding scheduling, appointments, refills, etc. in an efficient and timely manner. Prompt and courteous customer service is of utmost importance.

ESSENTIAL FUNCTIONS:

- Answering incoming phone inquiries in an efficient yet courteous and helpful manner. Consistently displaying professional telephone etiquette; transferring and handling calls as required.
- Scheduling patient appointments for various disciplines in a prompt, efficient, pleasant, and helpful manner.
- Verification of necessary patient demographic information including, but not limited to, patient name, address, phone, email, date of birth, social security number, pharmacy, referring doctor, primary care doctor and insurance data and recording in the electronic patient chart (EMR).
- Thorough review of insurance status of patients and member eligibility.
- Thorough documentation of incoming phone calls to include, but not be limited to, patients, hospitals, medical providers, diagnostic facilities, pharmacies, insurance companies.

The functions listed above are meant to highlight key responsibilities of this position but does not encompass all aspects of position. Additional functions will be applicable to position.

IDEAL CANDIDATE(S):

- Have experience with healthcare databases such as HealthEnet, HealthElink, Epaces, etc.
- Possess ability to multitask and thrive in fast paced environment.
- Possess MEDENT EMR experience.

FOR CONSIDERATION:

Please forward cover letter and resume via email or regular mail to:

application@invisionhealth.com

Invision Health
Human Resources Department
400 International Drive
Williamsville, NY 14221

Thank you for your interest in our practice!