



Codman Square
Health Center

Patient Service Rep I

Position Summary:

The Patient Service Representative (PSR I) reports to the Department's Practice Supervisor and works within the assigned Clinical Area. The PSR I is responsible for performing tasks that directly support Health Center's front-end revenue cycle management functions and clinic administrative processes. The PSR I is required to provide excellent customer service for patients, staff and providers alike, and to ensure a positive patient experience for Codman Square Health Center's patients and their families.

The PSR I must have a solid knowledge of medical insurance terminology, good verbal and written communication skills, as well as the ability to effectively prioritize and manage their work.

All PSR I staff will be trained on the Codman Square Health Center's specific requirements and workflows and expected to adhere to all standards and protocols.

Qualifications and Skills:

- Bachelor's degree preferred. High school diploma or GED required.
- A minimum of 1 year experience in a medical/clinical office environment or Health or Dental insurance industry required.
- Previous customer service background required.
- Haitian Creole or Spanish preferred

- Excellent customer service and interpersonal skills.
- Ability to interact with diverse patient population.
- Solid computer literacy; ability to multitask, organize and prioritize one's own work.
- Solid understanding of medical insurance terminology.
- Previous experience and knowledge of Community Health Center Or Hospital patient registration systems, insurance eligibility verification systems (i.e. MMIS, WebMD, Trizetto, NEHEN).
- Solid knowledge of insurance plans, concepts and terms.
- Expected to stay abreast of scheduling rules, health care insurance changes and referral requirements.
- Ability to quickly learn new systems and tasks; work as a team member and independently.

- Ability to work in a fast pace environment.
- Ability to listen well and devote full attention to patients and medical professionals alike.
- Ability to be compassionate, caring, and to remain calm, even under the most stressful of situations,

Codman serves a diverse population. Applicants who have a multicultural background and/or bilingual are encouraged to apply. We offer a generous benefits package including:

- *A retirement employee-funded 403(b) plan*
- *Competitive Medical, and Dental*
- *Employer-paid Life, Accidental Death & Dismemberment and Long-Term Disability Insurance*
- *Generous Vacation, Holiday, Personal and Sick Time Benefits*
- *Flexible Spending Reimbursement Accounts (Health and Dependent Care)*
- *Educational Assistance and tuition reimbursement Programs*
- *Commuter Benefits*
- *Other benefits and perks!*

To Apply: Send resume and cover letter to codemp@codman.org. **Job Code:** PSRI/Web

CSHC is an Equal Opportunity Employer, M/F/D/V encouraged to apply
Visit Codman.org to view other opportunities