

## **Scheduler - Access Center**

### **Summary (engagement specialist)**

Facilitates the information related to scheduling of medical and behavioral health services within Aspire

### **Responsibilities**

#### **Scheduling - 50 %**

- Coordinates the services between the referral source, the consumer, Aspire services, and providers/prescribers.
- Maintain a high level of accuracy in addition to meeting department quality and productivity standards
- Schedule, cancel and reschedule appointments for consumers in a timely manner
- Triage incoming calls and coordinate consumer needs with the appropriate staff.
- Obtain accurate and complete demographic and insurance information, updating the Electronic Medical Record
- Ensures that cancelled appointments are cancelled and communicated to all stakeholders.

#### **Financial Clearance - 30%**

- Insurance Verification
  - Obtains confirmation of insurance coverage for service through electronic verification systems and websites
- Uninsured Referrals
  - Refers all uninsured individuals for further review and application for financial programs and assistance
- Payments
  - Process payment transactions for co-pays and outstanding balances

#### **Customer Service - 20%**

- Triage incoming calls and coordinate consumer needs with the appropriate staff.
- Provide excellent customer service with good verbal and written communication skills.
- Provides ongoing communication with patient regarding pre-certification, authorization, financial counseling and scheduling process.

### **Qualifications / Requirements**

- Excellent computer skills, with the ability to multi-task between various system applications
- Detail oriented
- Able to communicate effectively with physicians, clinical staff, and the consumers
- 1 -3 years experience in healthcare, prefer experience in medical office setting
- Confidentiality
- Able to work in busy medical call center environment
- Basic medical terminology
- Excellent communication skills
- Able to multitask and prioritize

