



JOB INFORMATION

<i>Job Code:</i>	191035
<i>Job Title:</i>	Lead Patient Services Specialist
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.; May oversee student, temporary and/or resource workers.; Trains employees on specific skills and tasks as required.
<i>Job Family:</i>	Clinical Support
<i>Job Family Group:</i>	Clinical Administration 1
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Leads, trains, and assigns Patient Services Specialists as required. Owns the front-lines of patient care, providing customer service assistance to patients and ensuring continuity of care. Manages patient data, service orders, and payments. Liaises between physicians, health providers, patients, and insurance providers as required, and performs administrative duties as assigned. Additionally, the PSL performs managerial and training-related tasks.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Specialized/technical training	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		5 years	working in a healthcare environment
X		1 year	leading and training a team
	X	7 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Working knowledge of HIPAA compliance and insurance terminology.
X		Demonstrated excellent interpersonal customer service and telephone skills.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated ability to multi-task.
X		Demonstrated experience in a high-volume, fast-paced environment.
X		Ability to work collaboratively.
X		Excellent written and verbal communication skills.
	X	Demonstrable knowledge of patient and patient insurance management systems.
	X	Fluency in one or more language in addition to English (e.g., Spanish, Korean).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Directs, leads, and provides training for patient services specialists as assigned. Responsible for call center monitoring (e.g., ensuring sufficient phone staffing, distributing workload accordingly). Responsible for quality of service and productivity reporting.				
Receives and responds to inbound calls and correspondence. Engages with patients and providers by phone, e-mail, postal mail, and in-person, collecting and/or providing information as required. Schedules, coordinates, and facilitates patient appointments. Collects, documents, and maintains patient data, files, and information, as required, in accordance with established policies and procedures.				
Liaises between patients and insurance companies, and facilitates communication between patients and doctors, medical staff, and administrative staff as required to ensure continuity of care. Verifies patient benefits eligibility. Ensures required authorization of services are obtained. Coordinates financial arrangements, collects payments, and applies co-payments.				
Prepares general correspondence and provides administrative support to supervisory and management staff. Generates and distributes daily appointment scheduler summary of next day and status of pending appointments. Assists in packing, shipping, and tracking orders. Schedules and confirms order pick-ups and deliveries and communicates with patients and providers regarding order status.				
Follows in strict accordance with written policies and procedures. Maintains a safe environment in accordance with compliance standards, policies, and safety regulations. Ensures patients' rights to privacy, safety, and confidentiality are maintained in accordance with HIPAA regulations, and with all policies and procedures. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.