



## JOB INFORMATION

<i>Job Code:</i>	191033
<i>Job Title:</i>	Patient Services Specialist
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Dental Clinic
<i>Job Family Group:</i>	Dentistry
<i>Management Level:</i>	7 Individual Contributor

## JOB SUMMARY

Performs a variety of administrative duties in a clinic or practice. Provides assistance to patients and to management.

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	
	X	Associate'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		2 years	
	X	3 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		Experience working in a healthcare environment.
X		Working knowledge of HIPAA compliance and insurance terminology.
X		Demonstrated excellent interpersonal customer service and telephone skills.
X		Demonstrated ability to multi-task.
X		Demonstrated experience in a high volume, fast paced environment.
X		Demonstrated team-oriented and collaborative work style.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Working knowledge of patient insurance management systems.
	X	Experience in consumer- side healthcare environment.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Greets patients and determines nature of visit.				
Registers new patients and assigns patient IDs. Collects patient information, co-payment, patient account balance, and verifies insurance eligibility and coverage level for new and returning patients. Scans ID, insurance cards and collects all required forms. Alerts practitioners of patient's arrival.				
Verifies all insurance utilizing telephone contacts and web inquiries. Determines if patients' insurance is contracted with USC. Ensures required authorization of services are obtained.				
Receives various records and forms of payments following established policies and procedures. Provides records to patients in accordance with established policies and procedures.				
Screens and prioritizes incoming calls, determining what contact or action is required for satisfactory disposition. Responds to inquiries or requests for information or refers to a supervisor, as appropriate. Receives and transmits messages, as appropriate.				
Schedules and confirms appointments and follow-ups. Informs patient of pre-authorization components needed for treatment, diagnostic testing, etc. Provides callers with appropriate information, as needed.				
Prepares and prints welcome, referral, dismissal, and other general correspondence, within established guidelines. Generates and issues daily appointment scheduler summary of next day and status of pending appointments. Updates management system with specific patient notes, amounts due upon confirmation call, check-in, etc. Ensures complete notes of all patient contacts are entered in management system.				
Provides administrative support to supervisory and management staff.				
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.				

## 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

## 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.