

Next Level Urgent Care, LLC

Job Title: Administrative Medical Assistant (AMA)

Department: Clinical

Reports To: Clinical Director

FLSA Status: Non-exempt

Index Number: 90.020

Last Modified: 2019-04-1

Job Summary

- Administrative medical assistants are responsible for a multitude of tasks that include communicating with patients, scheduling appointments, electronic medical coding, filing insurance claims, maintaining records, as well as handling all incoming faxes to the clinics.

General Accountabilities

- Prepares and submits clean claims to various insurance companies electronically and performs follow up.
- Patient payment processing after patient responsibility is correctly determined.
- Refund patients that clinic requests due to being sent to ER or for customer service.
- Work flags on clinic desktop in Centricity.
- Send message to provider if patient is needing call back.
- Answers phone calls from patients, pharmacies, insurance companies and all other calls directed to call center.
- Utilize all available resources to review and resolve patient accounts to obtain payment.
- Handle all incoming faxes to clinics regarding prescription refills, medical records requests, insurance verifications, employers, etc.
- Working rejected claims in RealMed clearinghouse.
- Contact patients regarding missing or invalid information in patient registration.
- Send patient statements.
- Other duties as assigned.

Job Qualifications

- High school graduate or equivalent
- Some medical experience.
- BCLS certification.
- Ability to work all shifts including day, night, and weekend hours as needed.
- Basic computer skills; including familiarity with electronic medical records.
- Detail oriented with excellent interpersonal communication skills.

Environmental and physical requirements

- Candidate must be able to read, write and speak English fluently, have cognitive skills for math, reading, filing and sterile technique skills.
- Communication skills to deal well with employees, patients, families and Physician/Medical Providers.

- Vision for near, mid-range, far and accommodation. Hearing for low, medium, and high pitch.

Signature

Date