**Job Description: Patient Services Coordinator**

**TITLE**: Patient Services Coordinator

**STATUS**: Non-Exempt

**EMPLOYMENT TYPE**: Hourly

**WORK SCHEDULE**: Part-time; 16-20 hrs/week Monday-Friday

**REPORTS TO**: Director of Clinic Operations

**SUMMARY OF PRIMARY DUTIES & RESPONSIBILITIES:**

The Patient Services Coordinator is responsible for multiple administrative and customer service duties, including coordinating appointment schedules, counseling patients on treatment options available to them, assessing benefit or insurance plans and assisting in the medical billing process.

**ESSENTIAL PRIMARY DUTIES AND RESPONSIBILITES:**

* Greets and registers patients in a prompt, pleasant, and helpful manner.
* Answer telephones, take messages, monitor faxes and provide frontline information for all departments of the organization.
* Verifies necessary patient demographic and insurance information.
* Verifies benefit information with insurance carriers.
* Participate in the billing process by collecting time of service payments (co-pays or balances).
* Assist with basic insurance and third-party queries.
* Protect patient rights by maintaining confidentiality of personal and financial information.
* Discuss the cost of service, insurance coverage, and payment options with the patient.
* Coordinating and ordering therapy supplies.
* Other duties as needed by the Director of Clinic Operations.

**WHAT IT TAKES TO SUCCEED**

* Communicate both internally and externally in a professional manner by giving your full attention to what other people are saying, taking time to understand the points being made, and asking questions as appropriate.
* Confidence in ability to learn new things including our electronic medical records system and daily treatment schedule process.
* Ability to adjust to situations involving repetitive, short-cycle operations carried out according to established standards and procedures.
* Reliability to work scheduled times and get tasks completed in a timely manner.
* Knowledge of medical claims and medical terminology preferred, but not a requirement.
* Understanding of HIPPA regulations for healthcare.

**REQUIRED EXPERIENCE:** 1 year of medical office experience

**REQUIRED EDUCATION:** High school diploma or general education degree (GED) required

**CERTIFICATIONS:** First Aid and CPR (preferred but not required)

**ORGANIZATION OVERVIEW:**

Located in Carmel, Indiana,The Children’s TherAplay Foundation, Inc. (TherAplay) is a mission driven organization with a team of dedicated employees who work enthusiastically and collaboratively to support children with disabilities. A unique aspect of Children’s TherAplay’s programs is that we incorporate the use of the horse as a therapy tool during physical, occupational, and speech therapy treatment. If you are interested in being a part of our growing organization and you have a passion for helping build a program, we want to share more information with you!

Children’s TherAplay is committed to creating a diverse environment and is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, disability, age, or veteran status, and other protected status as required by applicable law.

Would you like to learn more about how you can use your skills to impact an extraordinary mission? We would love to hear from you! Please submit a cover letter, resume and three references to Kimberly Harriman at [kharriman@childrenstheraplay.org](mailto:kharriman@childrenstheraplay.org). Please, no phone calls.