

If interested in being considered for this position, you must apply on the CrescentCare website using the following link:

<https://crescentcare.org/contact/join-our-team/>

Patient Access Representative in the Revenue Cycle Department

Make a difference in the New Orleans community, help those who need it the most!

This is a great opportunity to help people get their medical appointments and payment properly set up. This position is a critical part of the revenue cycle management where you can demonstrate your excellent customer service skills!

You will assist patients in the check-in / check-out, managing patient flow, patient demographic information entry, collection of co-payments, insurance verification, and collection of all required paperwork for all patients with medical or behavioral health appointments at CrescentCare.

The Patient Access Representative main responsibilities are, but not limited to verifying the following information on all patients in addition to educating patients:

- Payable benefits
- Co-pays
- Co-insurances
- Deductibles
- Patient policy status
- Effective date
- Type of plan and coverage details
- Plan exclusions

Requirements

- Minimum of 1 year of financial counselor experience, health education, patient navigation, and/or health clinic patient assistance field
- Demonstrated knowledge in Medicaid, Medicare, commercial insurances, governmental plans and/or other pay sources
- Demonstrated experience with MS Outlook, Electronic Medical Records, Insurance Verification Websites
- Federal Background Check
- 40 hour work week

Education Requirements

- High School diploma or equivalent
- If hired, documented proof of highest level of education completed must be delivered on first day of employment

Preferred Qualifications

- Federally Qualified Health Center experience (FQHC) billing guidelines
- Coding Regulations
- Experience with Electronic Health Records (EHR)

- Knowledge of Medical Billing and Collections
- Knowledge of Regulatory and Legal Requirements Associated with Billing eClinicalWorks
- HIV/AIDS knowledge and patient experience
- Experience with the LGBTQ community

Why CrescentCare?

Our mission is to offer comprehensive health and wellness services to the community, to advocate empowerment, to safeguard the rights and dignity of individuals, and to provide for an enlightened public. We offer a broad range of health and wellness services for anyone and everyone who is seeking healthcare services in Greater New Orleans and Southeastern Louisiana.

What We Do for Our Clients

Primary Health Care • Pediatrics • Dentistry • Gender Clinic • Behavioral Health • Addiction Recovery
Case Management • Nutrition Programs • Medicaid/Insurance Enrollment • Legal Services
Food and Housing Assistance • Smoking Cessation • Syringe Access Program
Advocacy, Outreach, Education • HIV/Hep. C/STI Testing and Prevention • COVID-19 Screening

Our Offer to You: An Extensive Benefits Package

- All Employees are W-2 Status
- Employer Paid Benefits: Dental, Employee Wellness, Employee Assistance Program, Life Insurance
- 11 Paid Holidays, in addition to Vacation and Sick Days
- Medical Insurance (Two Plan Options)
- Vision Insurance
- Long-Term Disability
- Short-Term Disability
- 401(k) Plan – 1.5% Employer Contribution; additional Employer match with Employee Contribution
- Discount Programs

*No Relocation Package Available

*No Work Visa Sponsorship Available

We are an Equal Opportunity Employer and do not discriminate against employees or applicants on the basis of race, color, national origin, ethnicity, citizenship status, religion, age, gender identification, pregnancy, marital or familial status, gender or sexual orientation, veteran or military status, physical or mental disability, genetic information, or on the basis of any other status protected by law, and in compliance with applicable federal, state and local laws.