



Job Description

Position:	Clinic Receptionist	Department:	Health & Wellness Center
Supervisor:	Clinic Manager	Location:	Lafayette, LA

1. Position Summary:

The Clinic Receptionist shall receive and route all initial communication within the AcadianaCares Health & Wellness Center and interact with patients upon check-in and check-out to collect payments, verify insurance, verify information, and schedule appointments.

2. Minimum Qualifications:

Two years of experience working in a medical front office or an associate's degree in health care, medical billing, business, or a related field.

Ability to work with people of diverse lifestyles required.

Prior experience working with an integrated medical practice management system preferred.

Prior experience verifying insurance, scheduling appointments, and patient billing preferred.

3. Required Licenses/Certifications:

None.

4. Position Responsibilities:

- Interact with clinic patients in person and over the phone.
- Route potential clients requesting services from AcadianaCares to Admissions Navigators.
- Maintain a basic understanding of insurance plans, co-pay requirements, and co-insurance options.
- Answer and route calls coming into a multi-line phone system.
- Notify clinic personnel of patient arrivals.
- Answer basic questions regarding scheduling and practitioner availability.
- Verify contact information, consents, insurance, and demographic information for patients upon their appointment arrival.
- Schedule appointments for multiple clinic practitioners.
- Collect insurance co-payments and other clinic payments from patients.
- Request medical records upon practitioner request.
- Scan patient documents and upload into Aprima patient file.
- Triage incoming faxes and route to appropriate clinic personnel.
- Order office supplies.
- Perform other duties as warranted by the Chief Executive Officer.

5. Conditions of Employment:

- Complete initial background check, tuberculosis screening, and drug screening.



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- Adhere to all related agency and regulatory requirements, including HIPAA.
- Adhere to AcadianaCares policies and procedures.
- Adhere to schedule and time management demands.
- Maintain objectivity in assessing situations and proposing solutions.
- Complete required agency, program, and software training.
- Maintain continuing education requirements.
- Attend staff meetings unless excused.

6. Approximate Work Time Distribution

Position is considered full-time with 40 hours of work per week.

7. General Work Environment

90% of work shall be completed in a medical office setting. Periods of standing, sitting, using computers, scanning documents, interacting with patients, talking on the phone, and interacting with related agency representatives is expected.

Up to 30% of work time may be spent working after hours and/or on weekends to accommodate clinic hours of operation.

Up to 10% of work time may be spent attending on-campus training.

Ability to move about the AcadianaCares campus, with or without assistance, is required.