

**TherapySouth**is an outpatient physical therapy practice that specializes in personalized, hands on care. We are looking for and Office Coordinator for our Soho/Red Mountain location in Homewood, AL.

We are an established practice that has been in business over 12 years and we have grown to 31 clinics throughout Alabama, Georgia and Mississippi.

**Job Description**

**Basic Function**

Responsible for assisting with all day-to-day operational and administrative aspects of the clinic.

**Required Qualifications** (resumes that do not show proof of this experience will not be considered for this position)

* Clinical or medical front office experience including: Proven insurance verification and precertification experience, patient scheduling, collecting co-pays and a high level of customer service are REQUIRED to be considered for this position.

**Essential Functions**

1. Demonstrate outstanding customer service.
2. Answer the phones.
3. Schedule new and return patients.
4. Obtain necessary approval/pre-certification according to insurance guidelines including Medicare certifications.
5. Verify patient insurance and ensure proper documentation is completed.
6. Review benefits with new patients.
7. Enter patient information into electronic system.
8. Scan documents into patient’s electronic account.
9. Calculate patient balances and payment due in advance to ensure payment is received at time of service.
10. Collect OTC payments in accordance with Patient Payment Guidelines.
11. Complete daily reconciliation process for previous day’s charges.
12. Enter patient payments daily into billing system and balance.
13. Fax plan of care, status reports and D/C summaries to referring physicians.
14. Send required documentation to case managers, adjustors, etc. for Worker’s Comp patients.
15. Scan patient checks at least weekly.
16. Insure timely management of Medicare plans of care.
17. Contact referrals the same day as received and attempt to schedule appointment within 24-hours.
18. Maintain up-to-date referral log.
19. Run weekly Patient Inactivity report and assist therapists with follow-ups.
20. Run weekly Medicare Cap report and communicate results with therapists.