

United Family Medicine

1026 West 7th Street | Saint Paul, Minnesota 55102 | 651-241-1000
Located in the Peter J. King Family Health Center

Job Title: Patient Advocate

Job Description

This position works with patients to obtain, verify, and determine payment outcome based on a sliding fee scale. Provides customer assistance to patients in order to work out payment and billing concerns while verifying accurate patient information. This includes, but is not limited to, working with patients filling out applications or finding other insurance options. Documenting and resolving patient complaints and concerns related to billing, patient care, transportation and/or other community needs. This position also assists the front desk as needed to register patients and make appointments.

Responsibilities

- Work with patients and their families to obtain proper documentation, verify information, and to determine the correct method of payment based on a sliding fee scale. Work diplomatically with patients whose expectation of their payment is less than the required payment. Ensure all billable charges are invoiced correctly to coincide with services performed.
- Work with patients to fill out appropriate paperwork if eligible for insurance or other payment assistance programs. Verify insurance as needed.
- Receive and apply cash to the proper accounts based on services performed. Reconcile and track fee tickets to provider schedules to ensure fee tickets are accounted for.
- Work with patients to resolve complaints, concerns and social issues related to their visit with the clinic. Assist patients with contacting services such as transportation, Interpreters, dental care and other related social needs.
- Document and communicate concerns to management as needed.
- Assist the front desk with patient registration and make appointments as needed.
- Provide back up to mail sorting and distribution to departments
- Maintain confidentiality of all employee, patient, and other privileged information regarding UFPHC business activities and according to HIPAA standards.
- Maintain the highest standards of ethics and integrity in the performance of job duties and responsibilities.
- Other duties as assigned.

Qualifications

- 2 years previous customer service, advocacy or social service preferred.
- Bilingual candidates preferred
- High School Graduate or GED
- Bachelors degree preferred
- Knowledge of community resources, insurance requirements and Medicare, and Medicaid rules
- Computer experience preferred

Contact Information

Apply online at www.unitedfamilymedicine.org