



**COLUMBUS
SPEECH & HEARING**

EST. 1923

JOB OPENING:

Client Services & Scheduling Specialist

Are you a positive and creative problem solver? Are you looking for an opportunity to learn and work hard on the job? Do you enjoy a collaborative, forward-thinking work environment? We want you on our team! Columbus Speech & Hearing has an immediate opening for a full-time Client Services & Scheduling Specialist. This is a 40 hour, Monday through Friday position. The pay range for this position is \$16.50 to \$18.97/hour.

General Responsibilities:

Use scheduling software for check-in, record maintenance, and accurate scanning of records into the patient's file. Accurately schedule and manage speech and audiology appointments based on client/patient/clinician information.

Help maintain speech therapy waiting list.

Work with therapists to monitor speech therapy attendance; including sending attendance reminders and discharge letters.

Communicate and work directly with clients/patients, including greeting, check-ins, and obtaining payments and paperwork.

Check benefits and communicate coverage to clients.

Obtain authorizations, pre-authorizations, and re-authorizations in a timely manner.

Verify client/patient payment information, make payment arrangements as needed, and update the EMR system as necessary.

Answer phone and make outgoing calls; transfer calls appropriately.

Cross-train in all Speech and Audiology administrative duties.

This is a 40 hour, Monday through Friday position; some evenings are required.

Qualifications:

- 2+ years of healthcare scheduling experience for multiple providers at multiple locations is required
- Must be dependable, detail-oriented and maintain a collaborative attitude
- Must be able to sit for long periods of time
- Must be able to communicate over the phone for large portions of the workday
- Must have excellent computer skills, including Microsoft Excel
- Must possess excellent verbal and written communication skills and basic math skills
- Must maintain confidentiality as required by HIPAA regulations and organizational policies
- Must be able to problem solve and provide excellent customer service, and maintaining a calm and polite demeanor even in difficult situations
- Experience working with commercial insurances, Medicaid, and managed care insurances required

The information in this posting is a summary designed to indicate the general nature and level of work performed by employees in this position. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Interested candidates should email a resume and cover letter to jfelts@columbusspeech.org.
