



Church Health

Job Title: Patient Service Assistant-Bilingual

Work Area: Clinic

Location: Memphis, Tennessee

Start Date: Open

ABOUT CHURCH HEALTH

Church Health has served people since 1987 with our clinical services and outreach programs. Church Health seeks to reclaim the Church's biblical commitment to care for our bodies and our spirits.

ABOUT THE POSITION

The Patient Service Assistant ("PSA") will provide front desk services and /or telephone assistance to patients coming to the clinic for health care. This includes:

- Greeting and directing patients to the appropriate area for services
- Answering and accurately routing calls
- Adding new patient information to database
- Scheduling appointments
- Verifying Insurance eligibility
- Participating in patient orientation sessions as needed
- Collecting patient demographics/fees
- Preparing daily reconciliation report
- Posting/updating data in software system
- Assisting with organization and maintenance of files

EDUCATION REQUIREMENTS

High School Diploma or GED

EXPERIENCE REQUIREMENTS

At least 3 years of experience in a fast-paced health care environment as a receptionist or in a similar front-desk position.

SPECIAL SKILLS AND KNOWLEDGE

- Must be able to communicate effectively on the telephone, pay attention to details, have strong computer and data entry skills.
- Knowledge of HIPAA regulations, medical care codes and industry standards.
- **Must be Bilingual Spanish and English-speaking.**

WORK STYLE

- Self-starter
- Highly accurate
- Ability to work independently
- “Customer service first” mentality

COMMITMENT TO DIVERSITY

At Church Health, we are committed to diversity, striving to create a staff that reflects the diverse communities with which we work. We seek individuals of all backgrounds to join our team.

COMPENSATION

This is a full-time position with benefits and a paid-time-off package. Benefits include healthcare, vision, dental and 401k plan.

HOW TO APPLY

Send resume and cover letter to: jobs@churchhealth.org; please add job title in the title line.
Please visit www.churchhealth.org for more information about the Church Health’s mission.