

Job Postings:

Primary Care- Victorville

Scheduler II Full-Time

Pay: \$21.00 - \$24.00 per hour

Job Summary:

At Heritage Victor Valley Medical Group, the Scheduler II plays a pivotal role as the initial point of contact for our customers. This position ensures high-quality customer service by managing patient inquiries, addressing and resolving issues, and facilitating seamless communication between patients and healthcare providers. The Scheduler II's efforts contribute to a positive and supportive customer experience.

Duties

- Efficiently manage incoming patient calls, providing accurate information on appointments, services, and medical details in a personable and professional manner. Maintain accurate records of appointments and changes in the electronic health record (EHR) system.
- Verify and obtain patient demographics and health insurance information, ensuring current and accurate records across all systems. Confirm patient eligibility for healthcare services and document verification process.
- Update and maintain accurate patient records, ensuring compliance with HIPAA regulations.
- Escalate patient concerns to department leadership as needed.
- Process prescription orders, refills, and labs as directed and authorized by Provider.
- Assist with gathering information to comply with star measures, HEDIS, and all other guidelines.
- Communicate patient concerns and/or questions to clinic staff so that this can be addressed during patient appointment.
- Be an active participant in department meetings and huddles. Be engaged, ask questions, be attentive.
- Translate oral information into concise and accurate written documentation.
- Work under pressure, within time constraints. Must be able to act calmly and effectively in a busy or stressful situation.
- Maintain up-to-date knowledge of services to effectively assist patients.
- Ensure timely follow-up on customer issues and inquiries as needed.
- Identify patient's needs, clarify information, research every issue and provide solutions and/or alternatives.

- Achieve the performance goals set for the position, focusing on accuracy, quality and patient satisfaction.
- Consistently demonstrate behavior and communication skills that reflect HVVMG's commitment to excellent customer service for both internal and external customers.
- Perform other duties as assigned.

Requirements

- Education: High school diploma or equivalent; associate degree preferred.
- Education: Graduate of an accredited medical assistant program.
- Certification/Licensure: Certified Medical Assistant (CMA) Certification.
- Certification/Licensure: CPR and first aid certification within 60 days of hire.
- Experience: 2-year experience in a call center or health care customer service preferred.
- Skills: Ability to effectively communicate with individuals within all levels of the organization, patients, providers, vendors and others.
- Skills: Ability to utilize computers, computer software/applications, and Microsoft Office applications (Word, Outlook, Power Point, etc.) with basic to intermediate proficiency.
- Skills: Ability to utilize Electronic Medical Records (EMR), preferred.
- Skills: Strong problem-solving skills and a customer-focused attitude, Proficient in computer systems and software, including CRM tools.
- Skills: Strong communication and interpersonal skills.
- Skills: Bilingual, preferred
- Other: At the discretion of HVVMG management, this position has the potential to be a full or hybrid telecommuting position.

Experience:

- Medical Assisting: 3 years (Required)

License/Certification:

- CBMCA or NCCT Certificate (Required)