 **Patient Services Associate I Standard Job Description**

**Classification Title:** Patient Services Associate I

**FLSA Exemption Status:** Non-exempt

**Pay Grade:** 6

**Job Description Summary:**

The Patient Services Associate I, under general supervision, provides customer service to patients, maintains student and staff schedules, and maintains patient records and statistics in accordance with established procedures.

**Essential Duties and Tasks:**

**60%: Patient Service Support**

* Provides customer service to patients (both scheduling appointments and arriving to appointments) and maintains patient records and statistics in
* accordance with established procedures.
* Greets and checks in patients, assisting them with their questions and needs.
* Verifies patients’ insurance eligibility and benefits and obtains referrals and/or authorizations required for payment.

**30%: Financial**

* Collects payments for services and documents payments in electronic medical records.
* Handles patient’s financial accounts.
* Balances monies received and creates a report for designated personnel.

**10%: Treatment Code Data Entry**

* Assists Clinic Coordinator with entering treatment codes.
* Assists in processing patient refunds and in collection of PHI.
* Performs other duties as assigned.

**Qualifications**

**Required Education and Experience:**

* High school diploma or equivalent combination of education and experience.
* Two years of related experience in a general office setting.

**Required Licenses and Certifications:**

* None.

**Preferred Qualifications:**

* Some college credit hours.
* Bilingual (Spanish/English).

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Strong interpersonal and organization skills.
* Strong verbal and written communication skills.
* Knowledge of multiline phone system use.
* Knowledge of standard office protocol and office equipment use.
* Knowledge of word processing and spreadsheet applications.

**Additional Information**

**Machines or equipment used in the performance of essential duties:**

* Computer
* Telephone

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures.
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

**Yes**

**No**

**Does this classification have the ability to work from an alternative work location?**

**Yes**

**No**