



Title: Clinical Office Manager
Reports To: Lead Office Manager
Department: Clinical Services
Location: Burnet/Eastgate/West Chester/Katie's House
FLSA: Non-exempt

Purpose:

Provides administrative assistance to the Speech & Language, Occupational Therapy and Audiology departments ensuring that all tasks are completed in a timely and efficient manner in order to allow clinicians to provide the highest quality services to clients.

Major Duties and Expectations:

1. Provides in-take support to families and clinicians: coordinates clinical schedules for primary offices as well as assisting other office managers, their locations, and place-based service locations.
2. Calls insurance to verify insurance benefits for every patient and advise patient/parents of benefit via telephone or e-mail prior to appointments.
3. Maintains accurate and thorough records including demographics (verifies current information at every visit) and patient accounts including verification of insurance coverage, prior authorizations, physician referrals as needed & tracks authorized visits.
4. Greets all clients and visitors in a professional, courteous and gracious manner.
5. Answers all incoming calls in a professional, courteous and gracious manner.
6. Assists HRG and billing with support requested including clinician credentialing, contracts with insurance companies, demographics, etc. if needed.
7. Provides administrative support to Clinical Services.
8. Processes credit card payments and co-pays as needed.
9. Coordinates all hearing aid shipping, contacts patient to arrange for pick-up, completes all paperwork associated with transactions.
10. Oversees office facilities: arranges for the opening and closing of the physical office ensuring proper security is maintained.
11. Maintains waiting room/bulletin board/including maintaining appropriate reading materials for children and parents and agency publications.
12. Provides back-up coverage for office managers as needed.
13. Submits supply requests according to agency protocol as needed.
14. Submits Work Order requests to appropriate contact as needed.
15. Meets productivity standards of the agency.
16. Adheres to all agency/department policies and procedures.
17. Other duties as assigned.

JOB DESCRIPTION ACKNOWLEDGEMENT

I, acknowledge that I have received and read this Job Description as it applies to my responsibilities and duties while employed with Hearing, Speech + Deaf Center.

I understand this job description is subject to change or revisions may be made as necessary to support the mission and values of this organization.

Signature of Employee: _____ Date: _____

Supervisor Signature: _____ Date: _____