

Jewish Renaissance Foundation

Job Description

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| <u>Title:</u> | Patient Registrar |
| <u>Status:</u> | Part-Time/Non-Exempt |
| <u>Program:</u> | Federally Qualified Health Center |
| <u>Location:</u> | JRF Community Health Center - Edison, NJ |
| <u>Reports To:</u> | Director of Health Services |
| <u>Salary:</u> | \$16-\$19 per hour |

Who We Are:

Established in 1996, the Jewish Renaissance Foundation (JRF) is a nonprofit organization that currently serves more than 6,000 people in Middlesex County each year providing support services in the areas of Community and Family Services, Employment Training, Education and Youth Services, Volunteer and Adult Services, and Healthcare Services.

Job Summary:

The JRF Community Health Center is a Federally Qualified Health Center (FQHC) located in Edison, NJ, that provides comprehensive, high-quality primary and preventative healthcare services to the uninsured and medically underserved residents and neighboring communities.

The fundamental responsibility of the Patient Registrar at the JRF Community Health Center is to ensure patients are scheduled for their medical, dental and behavioral health services in an efficient and timely manner, with a focus on the critical aspects of patient registration including creating a welcoming first impression, soliciting personal health information, collecting all necessary documentation, answering sensitive patient questions and concerns, verification of insurance, co-payments, scheduling, and pre-access for the entire health center. Additionally, it is required to maintain patients' confidentiality in regard to HIPAA and other federal, state and local regulations as stated in the policies and procedures manual. The Patient Registrar will report directly to the Director of Health Services.

COVID-19 considerations: The JRF Community Health Center takes all measures to ensure the safety of our patients and staff, which includes staggered appointments, exposure screenings, cleaning and sterilization with CDC approved EPA products, and employer provided PPE.

Registrar Responsibilities:

- Greets patients in a prompt, pleasant, and helpful manner.
- Books, coordinates and schedules all patient appointments utilizing the health center's EMR system.
- Maintains a high level of accuracy and confidentiality with regard to patient and insurance input into the health center's EMR system.
- Maintains and updates current information on providers' schedules.
- Answers telephone, screens calls, and provides information to callers as needed.
- Assembles and updates patients' charts, and creates chart for all new patients.
- Conducts patient registration to obtain required demographic and insurance information and enters such information accurately into computer.
- Obtains required signatures on legal consents and insurance forms.
- Contacts insurers to verify coverage and assure that we are the PCP, where necessary.
- Makes adjustments to the computer classification of claims to most accurately reflect the expected pay source.
- Answers inquiries of patients and public, in person or via telephone, regarding billing, regulations and services; when necessary, refers inquiries to appropriate person or department.
- Serves as liaison between patient and billing consultant when needed.
- Performs exit billing and discuss' patient's account balance with responsible party.
- Responsible for daily cash collections.
- Maintains daily log of uncompensated care applications and other state and local governmental applications.

- Completes State applications for uncompensated care program as well as Medicaid presumptive eligibility.
- Attends and successfully completes all required training programs and participates in ongoing conference calls, webinars, and other professional development opportunities.
- Attends staff meetings, health center meetings, and any other mandatory agency-wide meetings geared towards the position.
- Supports Health Center in meeting all agency-wide and grantor deadlines.
- Special projects and other duties as assigned.

Qualifications:

- High School Diploma and one to two years related experience and/or training; or equivalent combination of education and experience required
- Patient Registrar experience in a public health care or community clinic setting preferred.
- Familiarity and/or experience with an Electronic Medical Record system preferred; preferably eCW.
- Some general patient billing experience preferred.
- Ability to promote a positive and cooperative work environment by establishing good communication with staff and management.
- Understanding of medical terminology and standard insurance forms.
- Required to maintain patients' confidentiality in regard to HIPAA and other federal, state and local regulations as stated in the JRF policies and procedures manual.

**If you are interested in this position, please send your resume to: jobs@jrfnj.org
Attention: Director of Human Resources**



For full job descriptions and to learn more, visit <http://www.jrfnj.org>
