BRANCH SUPPORT SPECIALIST

JOB SUMMARY

The Branch Support Specialist is responsible for supporting the non-licensed branch roles as needed and is cross-trained in all four roles to allow seamless support and flexibility based on the needs of a particular branch or work process.

QUALIFICATIONS

Education/Training/Experience
Must have a high school diploma or equivalent. Must be proficient in computer and clerical skills. Medical billing and/or medical record experience preferred.

Traits:
Must be organized, time efficient and able to communicate effectively both orally and in writing.

Physical Demands:
1. Communicate with staff, referral sources, clients, and supervisory personnel.
2. Manual dexterity for the operation of office equipment
3. Visual acuity for viewing and maintaining billing information, accounting tasks, and filing.
4. Work is a combination of sitting, standing and walking.

Risk Category III:
No defined risk for exposure during the performance of job duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Conducts the billing and reimbursement functions with respect to Agency operations, for payor eligibility confirmation and for biweekly payroll preparation, as applicable.
2. Assures that information, resources, and support are available for the patient through the patient services staff.
3. Provides clerical support for the maintenance of electronic patient records, to include processing orders/F2F to physicians, attaching and processing in signed orders/F2F, managing admission and discharge paperwork, and maintaining the order console.
4. Coordinates the day-to-day telephone and personnel communication systems, operates office equipment, processes various items of information, and facilitates acquisition of various supplies.
5. Schedules visits and assists with the coordination of patient care, accumulates admission/intake information, communicates with physicians about orders and patient progress information, and processes payroll, as applicable.