



# St. Croix Regional Family Health Center



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## Scheduler/Patient Account Specialist

Department: Administration  
Effective date: 01/27/2025

Reports to: Chief Financial Officer  
Reviewed:

**Job Summary:** The Scheduler and Patient Account Specialist is responsible for ensuring the accuracy and completeness of the daily front office medical schedule. This position plays a vital role in verifying patient demographic information, insurance details, authorizations, and scheduling accuracy to ensure proper payment and seamless patient experiences. Additionally, the role involves learning basic billing and coding processes, performing essential front office tasks, and leading efforts to collect patient balances. The Specialist will perform other duties as assigned by the Chief Financial Officer.

### Key Responsibilities:

#### Daily Schedule Preparation:

Review and update the daily medical schedule to ensure all appointments are correctly set up. Verify patient demographic information, including address and contact details, ensuring alignment with payer records. Confirm insurance coverage and ensure that necessary authorizations are in place before the appointment. Check appointment types, ensuring compliance with time intervals for procedures (e.g., physical exams) and maximizing reimbursement opportunities.

#### Billing and Coding:

Learn and apply basic billing and coding principles to support accurate claims processing. Collaborate with the billing department to address any scheduling-related issues affecting claim submission or payment.

#### Patient Accounts and Balances:

Lead efforts to collect patient balances, including co-pays, outstanding payments, and other financial obligations. Educate patients on payment policies and assist with setting up payment plans when necessary.

#### Front Office Operations:

Learn essential front office duties, including patient check-ins, phone communication, and assisting with scheduling needs. Serve as a point of contact for patients regarding their account information.

#### Compliance and Documentation:

Ensure all scheduling and patient information complies with organizational policies and healthcare regulations. Maintain accurate records of patient interactions, insurance verifications, and payment collections.

#### Other Duties:

Support the Chief Financial Officer and other team members with additional projects and responsibilities as assigned. Develops and sustains positive working relationships with SCRFHC team.

### Education/Experience:

HS or GED required.  
Medical terminology preferred.  
Knowledge of insurance preferred.  
Competency with computer systems including electronic medical records, scheduling systems, Word, email.