

## TEAM MEMBER: MEDICAL OFFICE ASSISTANT - VIRTUAL

HWLLC is in Tempe, AZ and has a *fantabulous* opportunity for a VIRTUAL Office Assistant, Part-Time (27-35 hours) with the potential for Full-Time (36-45 hours).

The work week includes Arizona (MST) daytime hours:

Weekly Mondays, Tuesdays, and Wednesdays (from 8:30 a.m. to 6:30 p.m.);

Monthly Three (3) Thursdays per month (from 8:30 a.m. to 2:30 p.m.), and

Monthly One (1) Saturday per month, (from 8:30 a.m. to 2:30 p.m.).

As an Office Assistant for Healthy Wings, you will:

- Receive full on-the-job Training with clear expectations;
- Support the Practice by providing exceptional customer service with patients, students, staff, other providers, and vendors;
- Use various computer applications;
- Answer the telephones via VoIP Soft Phone;
- Schedule new and established patient appointments to maximize clinician productivity and ensure customer satisfaction;
- Answer and direct inquiries from patients, healthcare providers, referral sources, payors, vendors, and co-workers in order to provide timely and accurate responses;
- Obtain and enter accurate patient demographic information, billing, and insurance information in order to maintain current and accurate information in patient files and the Practice's medical records system;
- Verify insurance eligibility and patient benefits to ensure reimbursements and enhance customer satisfaction;
- Manage credit and collection activities on past due accounts and participate in all collection activities of problem accounts;
- Complete all required commercial insurance, Medicare, and Medicaid forms requested in a timely manner, i.e., Prior Authorizations, Medical Records Requests;
- File, fax, photocopy, scan, prepare correspondence and forms, as well as prepare items for mailing;
- Maintain a clean, professional on camera appearance, and orderly office and work environment; and
- Other projects that may be assigned to promote the growth and development of the Company.

Qualifications:

- A minimum of six (6) months of previous job-related experience, i.e., customer service, sales, retail industries;
- High school diploma or equivalent;
- Assertive, self-starter with ability to work independently with minimum supervision;

- Excellent people skills with the ability to calmly manage stressful situations;
- Possess a strong work ethic and high integrity;
- Ability to accurately record information with close attention to details;
- Ability to multitask while maintaining a commitment to details, professionalism, confidentiality, and customer service;
- Effective communication skills for accurate and organized verbal and written communication;
- Ability to operate a Microsoft-based computer, EMR, Word, Excel, Gmail, WhatsApp, and Outlook with proficiency with the ability to learn and adapt to systems and procedures quickly after training;
- Ability to work effectively as a team member as well as work effectively with clinicians, students, vendors, and patients;
- Ability to work legally within the U.S.;
- Bilingual: Spanish, preferred; but not required;
- Must be punctual, reliable, dependable, stable home-life, and has three (3) or more professional references; and
- Hourly: BOE.