



WebMed Mental Health Services
WebMedMN.com
(p) 218.310.8896 / (f) 218.206.6276
Info@WebMedMN.com

Position Description

Position Title: Phone Coordinator

Classification: Non-exempt, Full Time

Reports to: Clinic Lead

Purpose: Phone Coordinators are responsible for coordinating patient care, including such activities as making and receiving phone calls, creating patient charts in the EMR system, and assisting providers with information gathering. May also be responsible for pre-registration, scheduling, and insurance benefit verification.

Essential duties and responsibilities:

- **Patient Care**
 - Collect, input, and verify all patient demographic information
 - Obtain necessary electronic signatures, collateral data, and information
 - Assist providers, therapists, and counselors with day to day operations
 - Answer phone calls and document call appropriately
 - Collect copays prior to telehealth visits
 - Assist counselors with client charting and maintenance
 - Assist counselors to maintain detailed records
 - Contact patients via telephone prior to their scheduled appointment as needed
 - Interview patients over the telephone to obtain necessary information
 - Enter all patient data into EHR system within a timely fashion
 - Complete all patient phone call assignments as assigned
 - Answer phones and respond to inquiries made by patients, vendors, insurance companies and other medical facilities
 - Re-schedule patient appointments as required via telephone calls and written notification to patients
 - Screen and route patient calls to other departments as needed
 - Registration, appointment scheduling and follow-up appointment scheduling
 - Verify patient insurance as needed
 - Respond to incoming text messages
 - Respond to and delegate incoming fax
- **Team Work:**
 - Assist other departments and offers support to staff
 - Actively participate in staff meetings and task groups
 - Maintain professional appearance
 - Maintain positive, professional relationships and use appropriate verbal, non-verbal and written communication with all individuals

Minimum Qualifications:

- Exceptional phone manner
- Excellent interpersonal and communication skills
- Knowledge of medical terminology and electronic medical record (EMR) preferred
- Ability to apply knowledge of office procedures and carry out tasks accordingly
- Ability to utilize the EMR system effectively
- Ability to type 35 wpm with 90% accuracy



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- Be a self-starter with attention to detail
- Must be flexible, organized, and function well under pressure
- Commitment to high quality client care required
- Detail oriented and able to work in an intense environment with multidisciplinary staff
- Must be 18 years of age, able to pass MN Dept of Human Services Background check.
- In accordance with Minnesota Rules 245G.11 subdivision 1; all employees must be free of chemical use problems for at least one year immediately preceding their hiring and must sign a statement attesting to that fact. Chemical use problems are defined as: receiving treatment for substance use within the period specified for the position in the staff qualification requirements, including medication-assisted treatment; substance use or mental health disorders that have negatively impacted the staff member's job performance; substance use or mental health disorders that affect the credibility of treatment services with clients, referral sources, or other members of the community; and symptoms of intoxication or withdrawal on the job.

Minimum Education:

- High school degree or Equivalent