

JOB DESCRIPTION

Job Title: Patient Services Representative 1
Location: Miramar Florida
Reports To: Sr. Call Center Manager
FLSA Status: Non-Exempt

SUMMARY

The Patient Services Representative (PSR) is responsible for inbound and outbound calls/emails/text for a variety of activities related to patient's enrollment and refills for Mail Order programs The PSR will verify information and enter it into the system to process request to the pharmacy for filling of the prescription. Bilingual English/Spanish is a plus!

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Promptly and courteously answer incoming telephone calls
- Manages outbound outreach for enrollment and or refills
- Assess, prioritize and resolve client issues using good listening and comprehension skills
- Escalate issues to management as appropriate
- Document and retain all pertinent information

QUALIFICATIONS AND REQUIREMENTS

- A minimum of 1 year of Call Center experience, both inbound and outbound call centers, preferred
- Commercial/Medicare/Medicaid Insurance Verification background preferred
- Patient Intake experience is a plus
- Bilingual English/Spanish is a plus
- Excellent telephone etiquette and verbal/written communication skills preferred
- Proficient in Microsoft Office applications preferred
- Highly organized and motivated with excellent time management skills preferred
- Ability to work independently and on a team
- Attention to detail

EDUCATION

High School Graduate required
Pharmacy Technician Certification is a plus.

PHYSICAL DEMANDS

Requires sitting, standing, and occasional light lifting.

I confirm that I meet or exceed the educational and experience requirements set forth herein.

Print Name

Signature

Date