

Physical Therapy Patient Representative (Full-time)

Location: Muncie

Why Join CIO?

Central Indiana Orthopedics has been proud to serve central Indiana for over 70 years. With offices in Muncie, Anderson, Marion and Fishers, CIO strives to be a trusted and preferred provider of orthopedic healthcare services for the communities we serve. Providing excellent orthopedic care while treating all people with dignity and respect is the core of who we are and what we do on a daily basis.

Employees enjoy a team environment with a focus on balancing their commitment to work life and home life. Additionally, eligible employees have access to excellent benefits which include:

- Consistent work schedules with no nights, weekends or major holidays
- Accrued paid time off
- Health, Dental and Vision insurance plans
- Company-provided life and long-term disability insurance
- A robust 401k retirement and profit sharing plan

What You Will Do?

The estimated start date for this position will be January 2022.

The Physical Therapy Patient Representative will schedule and pre-certify therapy procedures for patients. This position is responsible for interfacing directly with insurance companies to authorize and pre-certify therapy procedures as required by individual insurance coverage. The individual in this position is responsible for greeting patients upon arrival to the clinic and notifying therapy staff of patient arrival. Individuals in this position obtain patient data and ensure forms are filled out properly, signed, and entered into a patient information database while maintaining an orderly and efficient flow of patients. This individual will schedule additional appointments for patients as needed, collect and post payments, and guide patients to additional internal locations as required for additional testing or referrals. This individual ensures financial obligations for patient are complete and updated prior to the patient leaving the clinic. Individuals in this position are responsible for maintaining and balancing a cash box.

- Greets and checks-in patients in a prompt, pleasant and helpful manner, assisting in a timely and orderly patient flow.
- Schedules, coordinates, and reschedules patients' appointments accurately and relays necessary messages to clinical staff.
- Coordinate with insurance companies to pre-certify ordered therapies as required by the patient's insurance company in a timely manner.
- Maintains, updates, and reviews patient records, charts, and other pertinent information ensuring accurate and timely information is available in the patient record.
- Verifies demographic and insurance information and updates current information on each patient accurately and efficiently; enters all charges for the visit in the patient record; and ensures appropriate forms and documentation are up-to-date for patients. Ensures accurate scanning of forms, fee slips, and paperwork into the patient record.
- Receives and applies payments from patients and issues receipts for services, and reconciles daily cash ensuring balancing accuracy and troubleshooting differences as needed.
- Balances transaction batches daily ensuring accuracy and fixing issues as necessary.



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What You Will Need:

Qualifications and Education Requirements

Minimum high school diploma or GED required. An Associate's degree in medical assisting, medical office assisting or related field preferred. At least one year of previous administrative support experience in clinical environment required. Knowledge of medical terminology and experience with insurance pre-certification and/or scheduling preferred.

Interested in joining our team? Please visit our [Careers portal](#) and create an account to submit your resume and information. If you have any questions, please contact hr@ciocenter.com.