



**NHCI Job Posting  
May 8, 2017**

**Medical Patient Services Representative Team Lead  
40 Hours**

Neighborhood Health Clinics, Inc. is accepting applications for a Medical Patient Services Representative Team Lead to oversee the activities of the medical patient services representatives and ensure that patients are checked in and out for their appointments according to NHCI standards. This position reports to the VP/Chief Operating Officer.

Specific duties include:

- Assists the VP/Chief Operating Officer in the day-to-day management of the medical front desk.
- Coordinates work assignments and schedules of the Medical front desk to ensure optimum patient flow.
- Actively participates in patient complaint procedures to resolve operational problems.
- Ensures compliance with NHCI policies and procedures, Federal/State regulations, and other grant requirements.
- Ensures that patients are greeted in a prompt, courteous, and professional manner when arriving at NHCI facilities.
- Reviews insurance encounters to ensure PSR and provider accuracy.
- Works with billing staff to resolve denial issues and effectively train PSR staff to limit insurance denials.
- Conducts periodic audits to ensure that staff is performing duties in accordance with NHCI policies/Procedures.
- Actively participates in resolving operational and patient flow problems.
- Performs duties of a medical patient services representative.
- Prepares periodic reports of work accomplished and compiles specific statistical data.

Full time position with benefits. High School diploma or GED required. Advanced training in medical office management and/or medical terminology preferred. Minimum of three years of work experience in a medical, public health, or social service agency. Minimum of one year of supervisory responsibility. Prefer experience with medical practice management systems. Additional appropriate education may be substituted for one year of work experience. Interested candidates should send a resume along with a cover letter to NHCI Human Resources Department at: PO Box 11949, Fort Wayne, IN 46862 or by email at [HRDEPT@NHCI.ORG](mailto:HRDEPT@NHCI.ORG) or fax (260)969-2911. Neighborhood Health Clinics is an Equal Opportunity Employer.