



Front Office Specialist

We are seeking a competent, conscientious, service-oriented individual with strong character to work in the front desk for one of our gastroenterology medical offices in Tampa Bay. This individual will check-in/out patients with a smile and perform billing/scheduling/telephone related functions. He/She will work under the direction of the office's Practice Manager or his/her designee.

Minimum Requirements:

High school graduate with 2 years of medical office experience, including at least 1 year in a specialty practice. Preference may be given to candidates *meeting minimum requirements* who have work experience from employers that emphasize excellent customer service (e.g. Publix, Disney, Chick-fil-A).

Utilized EMR/practice management systems.

Some openings will require Spanish fluency.

Role:

Check-in

- Greet and arrive all patients in a courteous manner.
- Ensure patients complete the required documentation and their information (insurance, demographic, etc) is current.
- Enter appropriate data into EMR.
- Collect any patient copayments and balances.
- Some practices may include rooming the patient in the clinic area.

Check-out

- Inquire if patient has any more questions from their visit. Alert supervisor if service recovery needed.
- Collect any co-insurance or balances not collected during check-in.
- Schedule follow-up appointments.

Scheduling

- Schedule office appointments and if applicable surgery facility procedures.
- Request PCP or referring doctor, authorization, office notes, and diagnosis codes related to the procedure(s).
- Respond to requests for medical records or other forms to be completed by providers.
- Recommend actions and strategies to improve patient access.

Additional Billing/Telephone

- Patient registration if scheduling new patient.
- Charge capture of physician services as necessary.
- Participate in patient financial assistance.
- Maintain current with HIPAA and other compliance training.
- Reconcile daily charges and payments received; and prepare daily bank deposit.
- Assist in collection efforts via phone.
- Triage incoming phone calls in an effective manner.

Other Duties as Assigned, including MA role (~10%)

Criminal background and drug screening required as well as excellent professional references. Apply for this great position as a Front Office Specialist today!

Email resume to Service@GastroFL.com

Gastro Florida is the largest gastroenterology group in Tampa Bay with 40 providers across 20 locations in Hillsborough, Pinellas, and Pasco counties and growing. The group offers groundbreaking techniques, diagnostic strategies, colon cancer prevention, non-surgical cancer intervention, and minimally invasive endoscopic therapies in the same practices patients have trusted for over 30 years. Comprehensive services are provided for colorectal screening, swallowing disorders, hepatitis treatment, irritable bowel syndrome, inflammatory bowel disease, reflux disease, Barrett's Esophagus and other diseases and disorders of the esophagus, stomach, liver, gallbladder, pancreas, and colon. The corporate headquarters (CBO) is located in beautiful Feather Sound (Clearwater).

Gastro Florida is committed to **Affability, Affordability, Access, Answers, and Accuracy.**
