



MA BACK OFFICE JOB DESCRIPTION

POSITION: MEDICAL ASSISTANT BACK OFFICE

REPORTS TO: PRACTICE MANAGER

TIME/STATUS: FULL TIME, NON-EXEMPT

YESENIA VIRAMONTES

SPECIFIC RESPONSIBILITIES

1. Performs day-to-day administrative functions and general office duties including but not limited to word processing, scanning, copying, filing, faxing, answering phones and data entry.
2. Brings patients from waiting room and initiates all triaging to include height, weight, vitals and inputs data into eCW.
3. IF new patient, reviews all medical history, medications and verifies accuracy with the patient. Ensures all information has been properly inputted into eCW and updates as needed.
4. Completes patients HPI, ROS and documents into the EMR.
5. For follow up and post-op patients, verifies all information is in the chart including path reports and any pertinent information provider needs to review prior to entering exam room.
6. Initiates and completes order for home health per provider request when seeing the patient in clinic.
7. Monitors, checks and completes in a timely manner any assigned tasks within “jelly beans” of eCW.
8. Calls on all NP prior to clinic to remind them to bring all relevant information for their appointment (ID, ins card, medication list)
9. Calls on all patient balances prior to their appointment and informs them of any outstanding balance that will need to be taken care of at time of visit.
10. Scans all rejection/denials/misc EOB's into patient charts and places them into corresponding folders in eCW.
11. Assist as needed with verifying new patient bariatric insurance details.
12. Assist with answering phones, triaging patient calls and routing them to correct personnel.
13. Checks voice mail throughout working day and responds in a timely manner (same day or no later than next business day)

Weekly schedule per office location (to include tasks lists above)

Monday- Fort Worth location 8-5pm

Tuesday- Arlington location 8-12 pm, Fort Worth location 1pm-5pm

Wednesday- North Hills location 8-5pm

Thursday- Fort Worth location 8-5pm

Friday- Arlington location 8-12pm, Fort Worth location 1-5pm.