

**Position Title:** Provider Office Assistant  
**Department:** Physician Office Practice  
**Pay Rate:** Depends on experience

**Job Summary:**

The Provider Support Associate will work directly with the provider to ensure that patient documentation, communication and forms are completed accurately and timely in addition to monitoring schedules, indexing records and maintaining accurate filing systems. The Provider Support Associate will also be responsible for performing chart reviews to ensure ICD-9 and CPT codes support the medical record and may work with the insurance companies to make certain requirements are met for hospitalization, certification or outpatient services.

**Essential Job Functions:**

The following is a summary of the essential functions of this job. The incumbent may perform other duties, both major and minor, that are not mentioned below; and specific functions may change from time to time. Assists assigned providers with clerical support including scheduling, patient communication and form completion. Collaborates with the physician and other hospital staff concerning updating patient diagnosis. Reviews problematic cases with appropriate personnel as needed. Demonstrates personal attitudes and behavior on a daily basis, which contributes to the patient-focused environment. Maintains an accurate filing system. Conducts utilization review on patient charts to satisfy third party payer guidelines. Responds in a timely manner to insurance company queries for initial, update and retrospective information to obtain and maintain certification for outpatient procedures as well as hospital patients. Performs other duties as requested.

**Education and formal training:**

High School Diploma or equivalency. Post high school business or medical management course preferred.

**Work Experience:**

Two years experience preferred in health care record keeping.

**Knowledge, skills, and abilities required:**

Must have extensive knowledge of medical terminology. Must demonstrate effective interpersonal skills.

**Physical Requirements:**

Visual acuity sufficient to read small typing and computer screen, and be able to hear at conversation level. Must be able to stand, ambulate, and/or sit for moderate periods of time in order to review charts and type correspondence. Must have emotional stability to handle stress when patient volume is high. Must be physically able to perform CPR. Must be able to lift at least 30 lbs.