

Patient Care Coordinator

Company Overview

For over 50 years, Asheville Ear, Nose & Throat has been dedicated to providing exceptional otolaryngology and audiology services to the community. Our mission is to earn your trust, keep you healthy, and treat you like family, offering advanced care for a wide range of ENT conditions across all age groups.

Job Summary

The Patient Care Coordinator manages the daily administrative operations of the practice's front office. Key duties include welcoming patients, managing complex scheduling, verifying insurance, and ensuring all front-end operations comply with healthcare regulations like HIPAA.

Core Responsibilities:

- **Patient Intake & Check-in:** Greet patients professionally, verify demographic information, and ensure all necessary paperwork and HIPAA consent forms are completed.
- **Appointment Management:** Coordinate physician schedules, manage incoming calls, and utilize Electronic Medical Record (EMR) systems to optimize patient flow.
- **Insurance & Billing:** Verify insurance eligibility, obtain pre-authorizations for procedures, and collect patient co-pays or outstanding balances at the time of service.
- **Office Coordination:** Monitor office supply inventory, manage medical record databases, and facilitate communication between different medical departments.
- **Patient Advocacy:** Act as the initial point of contact for problem resolution, addressing patient concerns or complaints with empathy and professionalism.

Required Skills & Qualifications

- **Education:** High School Diploma or GED is required
- **Experience:** 1–2 years of experience in a medical office or high-volume customer service setting.
- **Technical Proficiency:** Skilled in using EMR/EHR software, Microsoft Office (Word, Excel, Outlook), and multi-line phone systems.
- **Medical Knowledge:** Familiarity with basic medical terminology and insurance verification processes.
- **Soft Skills:** Exceptional multitasking ability, strong verbal communication, attention to detail, and emotional resilience when dealing with anxious patients.

Physical & Other Demands

- Stamina: Ability to sit or stand for extended periods at a computer workstation.
- Dexterity: Sufficient manual dexterity to operate office equipment and enter data rapidly.
- Lifting: May occasionally need to lift or move items weighing up to 25–50 pounds.

Schedule

- Monday - Friday 8:30 am - 5:00 pm

Join us to make a meaningful difference in patients' lives by providing friendly support at every step of their healthcare journey. We value your dedication to excellence and look forward to welcoming a proactive team member who thrives in a fast-paced environment!

Benefits

- 401(k)
- Dental insurance
- Free parking
- Health insurance
- Health savings account
- Life insurance
- Paid orientation
- Paid time off
- Paid training
- Parental leave
- Vision insurance

Work Location: In person