

Job Description - Patient Access - Concierge Care Coordinator

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Job Title / Position:	Patient Access - Concierge Care Coordinator
Division / Job Code:	Ops / 12346
FLSA Status:	Full Time - Non-Exempt
Location:	Remote
Reports To:	Operations Director
Date:	Aug 8, 2022

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**Overview**

Abax Health is clinical analytics and patient communications platform dedicated to solving healthcare's revenue leakage challenges. Using our advanced data mining and machine learning algorithms, Abax identifies when a physician has referred a patient for care but the patient has not received that care. Then, with the patient's clinical data in hand, using automated text, phone, email, live chat, live human phone calls, and in-person home visits, Abax's Education and Outreach Concierge team connects with the patient, educates the patient on the care they need, and schedules that care in the most convenient manner possible. Abax Health serves health systems, medical groups, physicians, patients, health plans, pharmacies, dental practices, and revenue cycle management firms.

**Vision**

To ensure that every loved one receives the care they need when they need it.

**Mission**

To improve patient health and healthcare provider revenue/margin

**We will achieve our Mission by...**

Using patient data to individually identify, educate, and schedule patients for procedures that they need, but have not yet received

**Patient Access - Concierge Care Coordinator**

Primarily responsible for working collaboratively with specific clients to schedule procedures for patients that have received a referral. This will include follow-up on referrals to obtain insurance verification, authorization, and no surprise billing (NSB) using the client's existing systems. This role will also require contact with patients via text, phone calls, live chat, and email. Ensure KPIs and quality measures are achieved and meet or exceed client expectations.



## Duties and Responsibilities

- Ability to effectively reach patients through multiple methods including (but not exclusive to) text, phone, live chat, and email
- Schedule procedures timely and accurately
- Provide Global Customer Service - have a "smile in your voice"
- Understand, meet, and exceed important key performance indicators
- Ability to review data to determine operational impacts and needed actions; elevate issues, trends, improvement areas, and management opportunities
- Strong attention to detail and accuracy, using problem-solving skills and analytical thinking
- Ability to successfully prioritize and manage numerous tasks simultaneously
- Promote Abax values, overall teamwork, and a positive work environment
- Assist to prepare, coordinate and lead meetings with the client and project management team
- Establishes and manages effective, consistent communication between leadership and staff
- Performs all other job functions related to this job.
- Comply with Abax Health policies and procedures

## Preferred Qualifications /Experience

- One year of Healthcare Patient Access, Insurance Verification, Authorization, No Surprise Billing, Scheduling, or Revenue Cycle Management experience
- Prior knowledge, skills, and experience working in a contact center and leading a contact center team
- Ability to handle a high volume of customer inquiries with a commitment to excellence and customer satisfaction
- Excellent verbal and written communication skills
- Exceptional customer service skills are required
- Conflict resolution skills
- Knowledge and experience using Microsoft Office (Word, Teams, Excel, PowerPoint, Outlook) products are required
- Familiarity and experience using a customer contact through text, phone, autodialer, and email
- Familiarity with web-based systems and tools.
- Ability to work cooperatively and effectively to achieve goals and expectations
- Ability to initiate and follow through on projects
- Ability to work independently and prioritize tasks with minimal or no supervision
- Strong attention to detail and accuracy
- Ability to understand and meet operational needs and special requests

## Contact Information

- Qualified candidates only
- Please submit your resume to [careers@abaxhealth.com](mailto:careers@abaxhealth.com) or contact [enos.thornburg@abaxhealth.com](mailto:enos.thornburg@abaxhealth.com)