

JOB DESCRIPTION

Job Title: Patient Services Representative -Triage
Location: Miramar Florida
Reports To: Sr. Call Center Manager
FLSA Status: Non-Exempt

SUMMARY

The Patient Services Representative (PSR) is responsible for a variety of activities related to patient's enrollment and refills for Mail Order programs. The PSR will verify information and enter it into the system to process request to the pharmacy for filling of the prescription. Bilingual English/Spanish is a plus!

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Promptly and courteously handles exceptions (credit card declines, co-pay increases, insurance rejections) that may delay a patients prescription
- Will manage multiple client programs
- Assess, prioritize and resolve client issues using good listening and comprehension skills
- Escalate issues to management as appropriate
- Document and retain all pertinent information

QUALIFICATIONS AND REQUIREMENTS

- Excellent telephone and verbal/written communication skills preferred
- Proficient in Microsoft Office applications preferred
- A minimum of 1 year of Call Center experience, both inbound and outbound call centers, preferred
- Highly organized and motivated with excellent time management skills preferred
- Ability to work independently and on a team

EDUCATION

- High School Graduate required
- Pharmacy Technician Certification is a plus.

PHYSICAL DEMANDS

- Requires sitting, standing, and occasional light lifting.

I confirm that I meet or exceed the educational and experience requirements set forth herein.

Print Name

Signature

Date