

 <p>CHATHAM ORTHOPAEDIC ASSOCIATES, P.A.</p>	<p style="text-align: center;">Job Description</p> <p style="text-align: center;">Worker's Compensation Representative</p>	<p>Effective Date: 01/01/13</p> <p>Reports To: Director of Operations</p> <p>Revised:7/11/2022, 09/29/2023</p>
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I. Job Summary

Under the general supervision of the Manager of Administrative Services, courteously and efficiently receives referrals from Worker's Compensation agencies; effectively processes and maintains patient information, physician schedules and communications. Works to continually improve practice operations.

II. Essential Job Responsibilities

Assures all demographic, insurance and medical history information is updated and entered into the system.

Notifies Patient Account Representative of any changes made by patient.

Schedule patient with physician utilizing rotating check list.

Schedules return appointments for physicians and midlevel providers according to the instructions given by the provider.

Follows up with patients regarding "No Show" appointments according to administrative policy and procedure within a timely manner.

Reschedules missed or cancelled appointments within a timely manner.

Retrieves medical records from offices, files loose reports and flow sheets in appropriate section, and files charts correctly.

Forwards forms, notes, orders to NCM or adjuster as required.

Obtains physician's approval for release of medical records. Copies and mails medical records based upon approved policy and procedure.

Obtain all prior authorizations for diagnostic studies, surgeries, and referrals.

III. Other Job Responsibilities

Performs other related duties as assigned.

Maintains collaborative working relationship with all other employees.

Upholds strictest confidentiality.

IV. Minimal Qualifications

Education

High School Graduate

Experience

Entry level

V. Independent Action

Under general direction, functions independently in coordination of assigned duties. Refers to director as appropriate on clarification of practice policy and procedure.

VI. Supervisory Responsibility

None

VII. Human Relations/Customer Communications

Communicate verbally and written with employees, physicians, patients, patient family members and public as a representative of the practice.

VIII. Personal Protective Equipment

Personal Protective Equipment (PPE) is provided by practice and must be worn when there is a reasonable risk of occupational exposure to blood or body fluids.

IX. Occupational Exposure Statement

Category III Exposure Statement: No risk for contact with blood and body fluids for these positions.

X. Americans with Disability Act Statement

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions either unaided or with assistance of a reasonable accommodation to be determined on a case by case basis.

XI. Statement

The above statements are intended to describe the nature and level of work performed. They are not intended to be construed as an exhaustive list of all required of personnel so classified.

Review/Approvals:

Jacquelyne Bryant
Director of Operations

Date

As an employee in the above referenced position, I have read, understand, and agree to abide by the job description stated within.

Employee

Date