

## **DOHERTY NUTRITION: SUPPORT STAFF**

**ABOUT THE COMPANY:** Doherty Nutrition is a small and quickly growing private practice that provides nutrition counseling and consulting services in the North Dallas area. We provide nutrition services that range from individual counseling, group classes, public speaking engagements, and consulting projects. We are on a mission is to take the stereotype of “diet” out of dietitian and make working with a dietitian simple, fun, and realistic.

**ABOUT THIS POSITION:** The Support Staff plays a vital role in the dietitian office and in many respects, is the "face of the company." This position requires excellent interpersonal skills, a friendly and outgoing personality, and the ability to multi-task autonomously in a fast-paced healthcare environment. The position may be responsible for one or more of the following duties: answering phones, scheduling, referrals, administrative tasks, and/or insurance billing.

### **PRIMARY JOB DUTIES:**

- Answering phone calls and handling patient calls as appropriate
- Scheduling and confirming patient appointments
- Greeting patients/checking-in and checking-out patients
- Verifying insurance eligibility and benefits with health plans
- Referrals - identify when a referral is required and reach out to appropriate physician
- Recognize issues with patient coverage (out of network coverage, inactive insurance, wrong PCP)
- Submitting insurance claims and following up on claim status
- Meet productivity standards to ensure benefits are completed in a timely manner

### **REQUIRED QUALIFICATIONS:**

- 2+ years of medical office experience
- 1+ year of experience in specialized field (i.e., billing, reception, referrals)
- Exceptional customer service and communication skills, verbal and written
- Exceptional autonomous skills – can perform a job successfully with little direction
- Exceptional prioritization skills – knows what needs to be done first and what can wait
- Exceptional communication skills – can communicate clearly with many different stakeholders

### **PREFERRED QUALIFICATIONS & CERTIFICATIONS:**

- Bilingual – English & Spanish
- Advanced certification in specialized field (i.e. medical billing certification)

### **MENTAL/PHYSICAL REQUIREMENTS:**

- Ability to work well under pressure with diverse groups of professionals and providers
- Requires reasoning ability and good independent judgment
- Must demonstrate sensitivity to cultural differences within team and community
- May require working under stressful conditions, irregular hours, and frequent interruptions
- Work may involve prolonged periods of sitting, standing, lifting, bending, reaching and the ability to push or pull items weighing 30 pounds or less
- Required to operate computer keyboard, mouse, and monitor