



ARC Physical Therapy+ Job Description

Position: Centralized Scheduler I
Reports to: Director of Clinic Support Services
FLSA Status: Non-Exempt
Last Revision: October 27, 2015

Founded in 2003, ARC Physical Therapy+ started as a physical and occupational therapy company but has grown into the region's foremost wellness, injury prevention and rehabilitation company – a healthy workforce company. To learn more about our company visit www.arcpt.com.

ARC is an equal opportunity employer and does not discriminate on the basis of age, race, religion, color, sex, national origin, marital status or physical or mental disability. In compliance with the Immigration Reform and Control Act of 1986, we will hire only U.S. citizens and aliens lawfully authorized to work in the United States (if the position is or will be one which is subject to U.S. law).

Position Purpose:

This position is responsible for performing a wide range of administrative support activities to ensure effective and efficient support of centralized scheduling. The ideal candidate must also be able to demonstrate the following:

Position Requirements:

- At least one year in the healthcare industry a must
- In depth knowledge of health insurance benefits and medical terminology
- Previous experience verifying insurance benefits
- Previous experience obtaining insurance authorizations
- Prior work with a practice management system preferred
- Proven self-starter with the ability to work independently and problem solve as needed
- Must have, at a minimum, a high school diploma

Essential Duties and Responsibilities:

- Schedule appointments for all new patients
- Collect all pertinent patient information and load into the appointment scheduling software
- Verify private health insurance and obtain insurance authorizations
- Educate patients regarding the services to be provided
- Communicate with administrative assistants and treating clinician any pertinent info about the referral etc.
- Interact with referral sources to ensure timely and effective service
- Ability to travel between multiple clinic sites within the greater Kansas City metropolitan area to provide coverage as needed for administrative assistant at clinics.
- Perform other duties as required

Personal Attributes or Skills Needed:

- Ability to stay highly organized, prioritize projects and work through distractions in a fast-paced environment
- Dependable and reliable
- Good oral and written communication skills
- Positive attitude and professional demeanor
- Experience working in a team-oriented, collaborative environment
- Proficiency with a personal computer and basic software products
- Uphold HIPAA regulations and maintain confidentiality



Working Conditions

The Centralized Scheduler (CS) will spend long hours sitting and using office equipment, phones and computers, which can cause muscle strain. The CS will also have to do some lifting of supplies and materials from time to time. The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and will be on the phone consistently. The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer which requires attention to detail and high levels of accuracy. There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

Physical Demands

- Ability to lift fourteen (14) pounds
- Ability to sit for extended periods
- Fine motor skills
- Visual acuity

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 14 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Physical Demand Ratings are an estimate of the overall strength requirements that are considered to be important for an average, successful work performance of a specific job. In order to classify the occupation of a worker with a physical demand rating, the most strenuous and frequently performed tasks are evaluated.

I have read and received a copy of this job description. My supervisor and I have discussed, or intend to discuss (within the first 7 days of employment), the job description.

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Note: This document describes the general nature and level of work required of people assigned to this job. It is not tended to be an all-encompassing list of responsibilities, duties, and skills. Additional duties or job functions that can be performed safely may be required as deemed necessary by supervisory personnel. The employee must adhere to all work rules, procedures, and policies established by the company, including, but not limited to, those contained in the employee handbook.