

Centralized Scheduling/PSTM

Job Description



Position Title: Centralized Scheduling PSTM
Reports to: Centralized Scheduling Coordinator
Job Status: Full-Time
FLSA Status: Non-Exempt
Positions Supervised: None



Position Summary: Assist patients in a professional and courteous manner in adherence with our core values. Update outlined demographics to accurately and successfully schedule and rescheduled patients for office visits based on workflows and provider template guidelines.

Essential Functions: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodation may be made to help enable qualified individuals with disabilities to perform the essential functions.

- Ability to interact with diverse groups communicating clearly when answering patient calls.
- Greet patients in a positive and helpful manner in adherence with our core values.
- Schedule and reschedule patient appointments for multiple locations via phone and/or patient messages in EMR in accordance with HIPAA guidelines.
- Collect patient balances due as applicable per protocol with ability to research and explain reason for balance(s) due.
- Utilize Kyuus application sending pre-registration links, payment requests, etc. as needed.
- Accurately update insurance information to include correct package, eligibility, and subscriber information.
- Updated needed demographics to include address, phone number and emergency contact.
- After scheduling or rescheduling provide scheduling information to patients.
- Ensure EMR messages for centralized scheduling are handled within 24 – 48 hours.
- Daily reconciliation of batch, alerting Coordinator of any discrepancies.
- Required to attend all scheduled meetings and training sessions pertinent to position.
- Establish and maintain effective working relationships with team members, Coordinator and Care Center Leader.
- Work at different locations within the organization as needed.
- Perform all other duties as assigned.

Competencies:

- Knowledge of coding, reimbursement, billing and insurance requirements and regulations.
- Accuracy – Ability to perform work accurately and thoroughly.
- Communication – Ability to communicate effectively verbally and in writing.
- Compassion – Ability to be empathetic, kind, and patient. Communicates in a way that upholds the dignity of others.
- Computer Skills – Proficient ability to use a computer, Word, Excel, and electronic medical record.
- Confidentiality – Maintain patient, team member and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.

Implemented: 03/17/26

Revised:

- Decision Making – Ability to make critical decisions while following CVFP policies and procedures.
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Enthusiasm – Ability to energetically and positively perform duties; actively contribute to the betterment of the organization.
- Flexibility – Ability to adapt easily to changing conditions and work responsibilities.
- Integrity – Displays honesty, trustworthiness, and accountability.
- others to perform their jobs effectively and to be responsible for making decisions.
- Positivity – Display a positive attitude and is a positive agent for change.
- Problem Solving – Ability to wholly resolve difficult and/or complex issues.
- Professionalism – Displays a positive and welcoming attitude, adheres to dress code policy, maintains composure in difficult situations and courteous interactions, and no gossiping.
- Teamwork – Work as part of a team and collaborate with co-workers.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.



Education and Experience:

- High school diploma or equivalent required
- Associate’s degree or higher preferred
- Coding and reimbursement experience required (5 years)

Work Environment:

- Environmentally controlled business office environment
- Fast-paced environment
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public

Physical Demands:

- Frequent sitting, writing, typing, grasping and speaking
- Occasional standing, walking, reaching, bending, stooping, lifting and carrying
- Lifting, carrying, pushing and pulling up to 15 pounds
- Frequent use of computer, keyboard, copy and fax machine and telephone

CHP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member’s ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors, organizational leadership, directors or officers as deemed appropriate. This document does not represent a contract of employment, and MDR reserves the right to change this job description and/or assign tasks for the team member to perform, as MDR may deem appropriate.

Team Member Signature: _____ **Date:** _____

Implemented: 03/17/26

Revised: