

Company:

Arthrokinex is a start-up healthcare company based in Edmond, OK that has developed a natural, drug free, safe, non-surgical treatment for joint pain from Osteoarthritis. This is an exciting opportunity for an individual to get in on the ground floor of a growing company that is planning a national expansion.

Position:

Patient Concierge

Location:

Edmond, OK

Roles/Responsibilities:

- Coordinates and schedules appointments for pain procedures and follow-up appointments and any other tests as ordered by the provider. Schedules procedures at correct location with correct provider(s).
- Provides patient with generic pre-procedure and post-procedure information. Functions as liaison between provider, facility scheduler/system, and patient. Acts as primary contact for patients and responds to telephone inquiries in a timely manner.
- Uses the telephone/internet to send or receive communication related to the procedure schedule, pass messages to provider(s) or other personnel.
- Accurately enters required information into electronic record for procedure and/or patient office visit scheduled in the provider calendar.
- Keeps abreast of physician calendars to identify open gaps or for effective procedure and/or patient visit time management.
- Acts as a back-up to perform pre-authorization / precertification.
- Maintains a strong, current knowledge of CPT and ICD9 (10) coding- Maintains critical thinking skills and understanding of authorization pre-requisites for specialized pain procedures, i.e. Pain Stimulators, etc.
- Provides effective customer service which includes a high quality communication with patients, families, providers and other clinic staff
- One to Two years experience in an outpatient clinic, physician office, or health care setting. At least one year experience in medical coding and billing Experience with Medical Terminology and Medical Insurance payers preferred
- Must have proficient computer skills, able to work independently and provide updates as requested to supervisor.
- Ability to understand and explain procedures to patients while also providing guidance, support and advise to patients interested in the program.

Must have proficient computer skill and able to work independently. This is a full time position working Monday through Friday. Competitive salary and benefits will be offered to the right candidate.

Interested candidates should apply by sending a resume and cover letter to careers@arthrokinex.com.