



Now Hiring!

Patient Concierge Specialist

Millennia is a technology-enabled service company that partners with healthcare providers to manage and improve their patient financial experience using a powerful patient engagement platform and a healthcare-focused Patient Concierge team.

The Position Responsibilities:

- Achieve daily metrics when handling high volume inbound calls (~80 - 100 calls per day) through a virtual phone system.
- Follow scripted verbiage when handling different topics concerning medical bills.
- Keep records of all conversations in our database in a comprehensible way (must be able to multitask by typing during each call).
- Manage dual monitors, a virtual phone system, and multiple software applications.
- Identify patient needs, clarify information, provide solutions, and handle each call in a positive/considerate/respectful manner while protecting the patients' privacy rights and personal health and financial information confidentiality.

Position Requirements:

- Be willing to work in our office 8:30AM – 5:30 PM, Monday – Friday (or within these hours as approved by Leadership team).
- Previous experience in a customer and/or patient support role.
- High School diploma or GED.
- Strong phone and verbal communication skills as well as active listening.
- Minimum of 35wpm typing speed.
- Understand and pronounce basic medical terms.

Are you ready to join the Millennia Team?

Location:

Remote in Georgia, or
Raleigh/Cary area, North
Carolina

Remote Requirements:

- Quiet workspace free from any distractions, preferably a room with a door that can be closed.
- Ability to plug your work equipment directly into your internet router using a provided ethernet cord.
- High speed internet (DSL, Cable, or Fiber).
- Dial-up, satellite, Wi-Fi, Cellular/Hot Spot connections are **NOT** acceptable.
- Minimum required download speed of **40 Mbps**
- Minimum required upload speed of **8 Mbps**

Benefits:

- Equipment Provided
- 401(k)
- Insurance- Dental, Vision, Disability, Health, Life
- Paid time off
- Employee assistance program
- Weekly and monthly incentives (chances to win prizes and gift cards!)

Pay Structure:

- Starting pay is \$13 per