

Patient Solutions Specialist, Operations

Summary

The Patient Solutions Specialist serves as a dual-function role responsible for handling inbound and outbound patient calls in a high-volume call center environment while also working within client systems to research, resolve, and communicate patient account inquiries. This role acts as a liaison between patients, internal teams, and clients by combining real-time patient interaction with backend research and resolution support.

Essential Duties and Responsibilities

- Receive and place phone calls in a high-volume call center environment, utilizing strong customer service abilities
- Compassionately handle patient questions and concerns while providing accurate and timely resolutions
- Analyze account status, de-escalate upset patients, and resolve concerns effectively
- Answer patient questions regarding billing statements, payment options, insurance, and patient responsibility
- Process payments and assist patients with payment plans when applicable
- Obtain and update patient account information as needed
- Work in multiple client Practice Management Systems (PMS) and Healthcare Information Systems (HIS) such as Centricity, Cerner, Allscripts, NextGen, Epic, etc.
- Process insurance rebilling, coverage detection, and updates within client systems
- Review provider systems and insurance explanation of benefits (EOBs) to determine patient responsibility
- Read, interpret, and communicate findings from client systems and insurance documentation to patients in a professional and courteous manner
- Communicate directly with clients through internal systems and queues to resolve patient inquiries
- Analyze and identify trends in patient inquiries and communicate insights to leadership

Minimum Qualifications & Competencies

- Must be punctual and present for scheduled shifts
- Ability to work in a professional and efficient manner in a high-volume, fast-paced environment
- High level of organizational and prioritization skills
- Ability to manage high volume and high stress situations
- Strong understanding of general medical billing terminology and processes
- Excellent written and verbal communication skills
- Empathetic listening skills to effectively interact with patients
- Exceptional interpersonal and multi-tasking abilities
- Ability to work autonomously without the need for constant supervision



- Ability to adapt, improvise, and problem-solve in real time
- Strong analytical and critical thinking skills
- Proficiency in Microsoft Office applications and multiple system navigation
- Ability to manage multiple applications, screens, and workflows simultaneously
- Ability to type 40+ WPM
- Understanding and ability to communicate basic medical terminology
- Demonstration of and commitment to Millennia's core values