

ROCHESTER LIFESTYLE MEDICINE
Rochester, NY
Office Manager/Medical Receptionist/AA
Job Description

POSITION SUMMARY:

Rochester Lifestyle Medicine (RLM) is looking for a medical office manager, preferably with experience using MEDENT (our new electronic health record system). The applicant should be highly motivated to help RLM in its ambitious and audacious mission to change the culture of our area (and eventually the world) with the introduction of plant-based nutrition and other low-tech medical interventions! Applicant must have excellent people skills, a great sense of humor, be comfortable with uncertainty, a willingness to be a part of building structure where little exists, and be enthusiastic about sailing into uncharted waters.

This position will begin as a combination of 3 separate roles. The ideal candidate will begin in the role of ***Office Manager, Medical Receptionist, and Administrative Assistant.*** As the business grows and develops, we will hire a Medical Receptionist and Administrative Assistant, and the position will likely become that of Office Manager for our corporate headquarters, and the entire organization consisting of multiple offices across our territory of Western New York and the Finger Lakes area.

OFFICE MANAGER

KEY RESPONSIBILITIES:

- Manage daily office functions of medical practice and eventually manage satellite offices
- Become a MEDENT SuperUser as part of MEDENT training and implementation
- Collaborate with leadership to develop policies and procedures
- Manage workflow within the department in order to achieve deadlines
- Maintain office space in a clean and orderly fashion
- Oversee maintenance of all office equipment (copier, fax machine, printers, etc)
- Track meaningful use, MAPS, MIPS, etc.
- Develop, implement, and maintain systems to procure and ensure adequate levels of supplies and other resources required for smooth functioning of the office
- Inventory, order, record and receive all office supplies
- Set up and maintain filing systems and basic databases as applicable
- Act as a liaison with other departments
- Medical coding, billing, and patient billing and collections
- Oversee the full life-cycle of all insurance and patient accounts receivable
- Complete forms and reports as required by the Executive Team and outside vendors and agencies
- Some bookkeeping and revenue management
- Assist with performance evaluations for medical staff
- Assist Research Department as needed
- Medical Compliance and liabilities - HIPPA training and misc. medical compliance
- Licensure, Credentialing, and contract management in coordination with credentialing specialist
- Clinical performance reporting, pay-for-performance, meaningful use, physicians quality reporting system (PQRS), risk management, etc.
- Track meaningful use, MAPS, MIPS, etc.
- Assists in auditing records for ongoing compliance with medical records standards
- Assist in the collection of Patient Statistical Profile and Continuous Quality Improvement Data
- Compile daily, weekly, monthly, quarterly, and annual reports and data at the request of Executive Team
- Assist with department/facility accounts receivable and accounts payable functions and responsibilities as needed.
- Oversee payment and deposit ledger on a daily basis
- Act as backup to other personnel in office as needed
- Manage petty cash
- Perform other duties as assigned

ROCHESTER LIFESTYLE MEDICINE
Rochester, NY
Office Manager/Medical Receptionist/AA
Job Description

MEDICAL RECEPTIONIST

KEY RESPONSIBILITIES:

- Greet visitors and patients and direct them to the appropriate location or person as needed
- Check patients in and out, collect co-pays, verify insurance coverage, confirm intake paperwork is complete.
- Take and record patient vitals
- Process prior authorizations.
- Medical coding, billing, and medical compliance
- Answer phones and route calls to the appropriate person
- Answer questions about program offerings
- Complete patient registration process and verify accuracy of registration information
- Schedule appointments, make reminder calls, correspond with clients
- Prepare medical records for patient appointments
- Prepare and fax lab requisitions; secure lab results from local labs via fax while on paper charts
- Process incoming and outgoing faxes
- Medical record management and file maintenance
- Data entry and transcription
- Maintain inventory, storage and cleanliness of equipment in provider rooms
- Receive and distribute mail to appropriate departments and individuals
- Release medical records according to UHS and departmental HIPAA policy
- Refer complainants and grievances to the appropriate person for follow-up
- Assist research department as needed
- Other related duties as assigned

ADMINISTRATIVE ASSISTANT

KEY RESPONSIBILITIES:

- Manage schedule and travel arrangements for leadership
- Manage schedule for location bookings, visitors and patients as applicable
- Communicate changes in schedule in a timely fashion
- Prepare, copy, and assemble reports as needed by leadership
- Maintain monthly receipt/expense binder, prep monthly budget meeting
- Update and prepare documents, assist in preparing presentations, agendas, and emails
- Coordinate and prepare meetings, including spaces and refreshments
- Research and compile informational material for leadership
- Record meeting minutes and providing the resulting documents as necessary
- Assist with special events and lectures including travel arrangements for speakers
- Assist with CME/Accredited courses
- Assist Research Department as needed

ROCHESTER LIFESTYLE MEDICINE
Rochester, NY
Office Manager/Medical Receptionist/AA
Job Description

MINIMUM QUALIFICATIONS

Extensive knowledge of plant-based nutrition - minimum 1 year
Knowledgeable about Lifestyle Medicine
Ability to work in unstructured/start-up environment
Associate's or Bachelor's degree in Business or related field preferred or an equivalent combination of education and work experience.
3 years relevant work experience within practice setting preferred.
2 years administrative leadership experience or combination of education and experience preferred
Communication and analytical skills, financial management, personnel management, team building, and appropriate interpersonal skills.
Highly proficient in Microsoft Word and Excel (or Mac equivalent). Familiarity with PowerPoint, Outlook, Access (or Mac equivalent), and other applications is desirable.
Type 55+ WPM including medical terminology
Medical billing experience is required
Must be very knowledgeable of office management practice and procedures
Must be flexible and handle fast pace and constantly changing schedules
Must be confident in ability to maintain confidentiality with sensitive information
Must be highly articulate in written and verbal communications
Ability to manage time effectively and remain organized at all times
Ability to work in a team setting with all levels of leadership and staff
EMR experience - minimum 1 year
Medical receptionist experience - minimum 1 year
Experience managing people
Flexible schedule - must be available some evenings and weekends as needed
Must be poised and professional at all times
Ability to work independently
Must be able to joyfully support the goals and objectives of Rochester Lifestyle Medicine

Additional Desired Qualifications:

Certified Medical Assistant(CMA) certification
Certified Medical Office Manager (CMOM) certification and/or Certified Medical Manager (CMM) certification
MEDENT Experience
Experience with scheduling
Experience with quickbooks online
Credentialing experience
Proficiency with Apple products
Comfort with basic website (Wordpress) maintenance and design

If you have a variety of administrative experience, are passionate about helping people live a plant-based lifestyle, are enthusiastic about the goals of RLM, **and find yourself searching for a challenge**, please apply directly by submitting your resume to info@roclifemed.com to be considered for this exciting Office Manager role! Please feel free to call (585) 484-1254 with any questions.