

10 Rupert Street
Monte Vista, CO, 81144
Phone: 719-852-3742
Fax: 719-852-2559

Patient Services Representative

Location: On Site

Employment Type: Part-Time

ORGANIZATION OVERVIEW

The Children's Specialty Clinic of the San Luis Valley (CSCSLV) is a brand new non-profit, founded by a pediatrician and supported by a group of volunteer board members and parents of children with special needs, early intervention and child advocacy specialists, and local community members. The CSCSLV desires to be the nexus for children in the San Luis Valley with complex medical and behavioral needs, offering a space for specialty providers to care for children where they are - geographically as well as emotionally and financially. We are seeking to create a multidisciplinary clinic of which no other in the state exists - even at the major children's hospitals of the state - to serve the needs of children in our community that are not currently being met. We are looking for an experienced individual that will join our passion for making this vision a reality for our community as well as a model of care to be replicated in other rural communities suffering the same disparities.

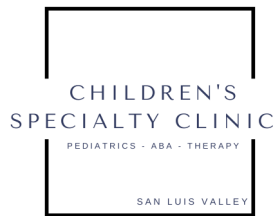
POSITION SUMMARY

The Patient Services Representative serves as the first point of contact for patients, families, and visitors, ensuring every interaction reflects the Children's Specialty Clinic of the San Luis Valley's commitment to compassionate, family-centered care. This position plays a vital role in creating a welcoming and efficient patient experience by managing patient registration, scheduling appointments, verifying insurance eligibility and demographic information, obtaining required prior authorizations, answering phones, coordinating provider schedules, collecting patient payments, and maintaining accurate electronic health records.

The Patient Services Representative works collaboratively with providers, clinical staff, referral sources, and insurance payers to support the daily operations of a multidisciplinary pediatric specialty clinic. This role is responsible for coordinating insurance authorizations for services when required, optimizing provider schedules, facilitating patient communication before and after appointments, assisting families with referrals and follow-up care, and ensuring timely, accurate documentation. The ideal candidate is an organized, detail-oriented professional with excellent communication and customer service skills who thrives in a fast-paced environment and is passionate about helping children and families access high-quality specialty care.

KEY RESPONSIBILITIES

Patient Reception & Customer Service



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- Welcome patients, families, and visitors in a friendly, professional, and compassionate manner, creating a positive, family-centered experience.
- Answer incoming phone calls, respond to patient inquiries, and direct communications to the appropriate staff.
- Assist families with appointments, referrals, clinic services, and general questions while maintaining patient confidentiality in accordance with HIPAA.

Patient Registration, Insurance & Check-In/Check-Out

- Register new and returning patients by collecting and verifying demographic, insurance, and contact information.
- Complete patient check-in and check-out, ensuring all required documentation and consents are accurate and complete.
- Verify insurance eligibility, determine referral and prior authorization requirements, and communicate benefit or coverage issues with patients and clinical staff.
- Obtain, submit, track, and document prior authorizations while coordinating with insurance companies, referring providers, and the billing department to support timely access to care.
- Collect copayments, balances, and other patient payments in accordance with clinic policies.

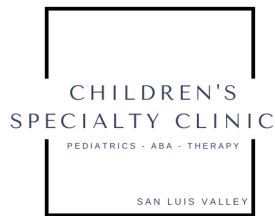
Scheduling & Care Coordination

- Schedule, reschedule, confirm, and coordinate appointments according to provider availability, visit type, and clinic protocols.
- Monitor provider schedules, manage cancellations, and assist with scheduling urgent appointments and follow-up visits.
- Coordinate referrals, diagnostic evaluations, therapy appointments, and other specialty services as directed by providers.
- Communicate appointment reminders, schedule changes, and follow-up needs through phone, text, or the patient portal.
- Contact patients following missed appointments to reschedule care, identify barriers to treatment, and coordinate follow-up with the appropriate care team.

Electronic Health Records & Documentation

- Maintain accurate and complete patient records within the electronic health record system.
- Scan, upload, and file patient documentation while documenting patient communications, scheduling activities, authorizations, and other required information in a timely manner.

Administrative Support



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- Support daily front office operations, including processing mail, faxing, copying, scanning, maintaining office supplies, and preparing patient correspondence and forms.
- Maintain a clean, organized, and welcoming reception area.
- Perform other administrative duties and special projects as assigned.

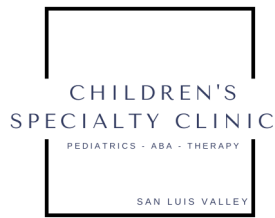
Team Collaboration & Professional Standards

- Collaborate with providers, therapists, behavioral health staff, billing personnel, and administrative team members to ensure coordinated, high-quality patient care.
- Participate in staff meetings, training, and quality improvement initiatives while assisting other departments as needed.
- Adhere to all clinic policies, regulatory requirements, and payer guidelines while demonstrating professionalism, cultural sensitivity, and supporting the mission and values of Children's Specialty Clinic of the San Luis Valley.

QUALIFICATIONS

Required

- High school diploma or GED required.
- Minimum of one (1) year of customer service, administrative support, or medical office experience, or an equivalent combination of education and experience.
- Strong verbal and written communication skills with the ability to interact professionally and compassionately with children, families, providers, and community partners.
- Excellent customer service and interpersonal skills with a commitment to providing a welcoming, family-centered experience.
- Strong organizational skills, attention to detail, and the ability to manage multiple tasks in a fast-paced environment.
- Proficiency with computers and common office software and the ability to quickly learn electronic health record systems.
- Ability to maintain patient confidentiality and comply with HIPAA and other applicable privacy regulations.
- Ability to work independently while collaborating effectively as part of a multidisciplinary healthcare team.
- Ability to maintain professionalism, discretion, and sound judgment when handling sensitive information.
- Successful completion of required background checks and any other employment screening requirements.



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Preferred

- One (1) or more years of experience working in a pediatric, specialty care, behavioral health, therapy, or other healthcare setting.
- Experience with patient registration, scheduling, insurance verification, referrals, and prior authorization processes.
- Experience using electronic health record (EHR/EMR) systems.
- Knowledge of Medicaid, commercial insurance plans, and healthcare billing processes.
- Medical office administration coursework, certification, or an associate degree in a related field.
- Bilingual in English and Spanish, with the ability to communicate effectively with patients and families in both languages.

PHYSICAL REQUIREMENTS AND OTHER DUTIES

This position requires the ability to sit, stand, and move intermittently throughout the workday. The employee must be able to use standard office equipment and lift up to 25 pounds as needed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Why Join Us?

- Compensation \$18-24/hour, based on experience and credentials
- Multidisciplinary therapy team that does not exist in any other organization in the San Luis Valley
- Innovative non-profit organization committed to improving child learner outcomes utilizing multidisciplinary teams, intentionally created facilities, and individualized child learner focused programming
- Commitment of organization to local job opportunities and opportunities within those jobs for growth

How to Apply

Please submit your resume, cover letter, and licensure information to: admin@cscslv.org