

BAY STATE MEDICAL, INC.
JOB DESCRIPTION
(Revised 9/05)

Job Title: Rehab Customer Service Representative
Department: Rehab Customer Service
Reports To: Rehab Customer Service Supervisor

QUALIFICATIONS

High school equivalent; Ability to deal pleasantly, patiently, and effectively with customers; Strong communicational skill with ability to make independent decisions, Ability to multi-task.

OVERALL RESPONSIBILITIES

1. Answer telephone calls in a timely and professional manner.
2. Process telephone and faxed order accurately from assigned facilities. Completing the order intake form, obtaining/verifying all necessary information. Ensure that patient qualifies for ordered equipment prior to delivery. Arrange delivery with facility/family.
3. Responds to new and existing patients' requests.
4. Enter order into CAU with proper patient information, insurance information, equipment, and proper billing requirements (Ex. Modifiers, ABN, Contract Pricing).
5. Process verifications of benefits for rehab/power wheelchair equipment. Verifies that patient qualifies, per insurance guidelines, for specialty and power wheelchairs. Process CMN and reviews all required documentation for accuracy to ensure payment from insurance.
6. Delivers exceptional service to all internal and external customers.
7. Complies with all company policies and procedures.

8. Must be knowledgeable of existing and new information regarding equipment and insurance carrier policies.
9. Performs other duties, as assigned.

PHYSICAL AND ENVIRONMENTAL

- The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually quiet.
- While performing the duties of this job, the employee is frequently required to sit and use hands to finger, handle or feel. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 50 pounds.

CONTINUED EDUCATION

- Attends seminars on customer service related issues
- Reviews pertinent literature including reimbursement and coverage criteria issues.
- Attends in-services on equipment.
- DME Train