



Patient Service Coordinator
MenMD – Saint Petersburg, FL

Job Description

MenMD is an administrative services organization responsible for coordinating the care of patients between the physicians' offices and the pharmacy. Our Patient Service Coordinators (PSC's) are the primary contact for all patients ensuring that the patient's pharmacy needs are fulfilled in a timely, accurate, and service oriented manner. The PSC's receive inbound calls and makes routine outbound calls to fulfill patient orders and address patient questions.

Job Tasks and Responsibilities:

- Fields daily inbound calls and makes routine outbound calls to assist patients with understanding the pharmacy's processes, benefits of using the pharmacy, as well as addressing any questions or concerns.
- Refers to clinical support group regarding any escalated issues or complex questions when necessary.
- Contacts customers/patients on a routine basis to confirm current prescription, and remind patients of expiration dating on their medications.
- Verifies patient's demographics and insurance information and notifies them of their co-pay responsibility.
- Collects payment and coordinates deliveries
- Resolves all order discrepancies with the appropriate department to ensure resolution.
- Maintains records of all customer/patient interactions and transactions in the customer management software.
- Demonstrates a sense of urgency to call queues and customer requests
- Participates in retention activities to maintain an active patient base. Contacting patients as necessary.

Requirements:

- High School Diplomas required
- Previous customer contact/call center experience strongly preferred
- Bilingual (Spanish and English) preferred, but not required
- Excellent customer service and communication skills required
- Ability to work independently, under general supervision.
- Ability to prioritize work load and meet established contact center operational indicators (average handle time, close ratio, call volume, etc)

Job Type: Full-time