



Job Description

Patient Engagement Specialist

Headquartered in Tampa, Florida, ClearGage, Inc. is a technology company providing payment processing solutions for the healthcare community, including physicians, clinics, ancillary medical service providers, out-patient facilities, home care providers, and third party medical billing entities. Our sole purpose is to satisfy the rising need for innovative payment solutions with revenue cycle technology that is efficient, patient friendly, and capable of reducing patient bad debt and days sales outstanding (DSO).

Description

Customer Support to provide assistance to software users and customers to ensure the effective use of their software. Maintain ongoing support to established customers to meet their needs to fully utilize our services. Once training is complete, this position's regular hours are Monday-Friday from 11am-8pm.

Responsibilities

- Answer inbound calls from patients and consumers to provide assistance and answer questions regarding patient financing and payment plans
- Review financing options available to patients/consumers and complete the financing enrollment process
- Make outbound calls to patients to resolve declined or late payments
- Use email effectively and efficiently to communicate with patients/consumers
- Achieve and maintain a performance standard including but not limited to call handling, call quality and customer satisfaction.
- Employ a high level of interpersonal and communication skills to move beyond patient/consumers frustrations and solve customer's problem.
- Log all inbound and outbound calls fully and accurately.
- Follow all established processes and procedures for all customer interactions
- Search and retrieve data from various databases.
- Prepare and distribute reports as required
- Participate in training activities to maintain currency, and to broaden product knowledge.
- Other tasks as may be identified from time to time.

Requirements

- Previous financial services or medical, healthcare, and/or insurance experience required
- Previous experience with medical claims submission and insurance follow up is highly preferred
- Previous experience with transaction processing and recurring payment plans preferred
- Experience with Microsoft Windows and Office applications
- Previous experience in customer service or customer support with a proactive approach to customer satisfaction, preferably in a Software, Healthcare, Insurance Carrier, Doctors Office/Medical Fields or related environment
- Ability to work well with a team in a fast paced, constantly changed environment and follow instructions from supervisors and senior colleagues.
- Outstanding customer service skills and a dedication to the customer service experience; high level of empathy and compassion
- Dependable and able to consistently be at work during assigned shifts and to complete work as expected.

- Ability to multitask and meet specific goals set by supervisors and management.
- Able to efficiently and effectively enter notes in call logging software while speaking with the customer and resolving their issues.
- Able to answer calls from customers in a professional and courteous manner to effectively interpret and address their needs
- Excellent verbal and written communication skills including the ability to write clearly
- Effectively able to use email in a professional and courteous manner to provide product information or respond to customer questions
- Able to gather, analyze and troubleshoot customer questions on product use and to successfully diagnose and resolve any support issues
- Computer keyboard proficiency
- Must have solid computer skills using Microsoft Word, Excel, Outlook, and Windows
- Experience using SalesForce or other CRM software preferred
- Able to organize, prioritize and complete tasks in a timely and effective manner and complete work to meet deadlines
- Flexible and adaptable to changing business requirements and processes
- Bilingual (Spanish) preferred but not required.

Physical Demands

- Extensive use of computer and keyboard and viewing of computer screen is required;
- Long periods of sitting required
- Regular use of phone system for phone calls