



POSITION OVERVIEW

Job Title: Pre Imaging Services Rep I

Business Title: *Authorizations, Biopsy Coord, Eligibility, Mammography Care Coordinator, Pre-Imaging Protocol Specialist, Patient Scheduling, Patient Scheduling IR, Specialty Scheduler*

Job Code: PREIMGREPI

Salary Grade: XXXXX

FLSA Status: Non-Exempt

Department: Pre-Imaging Services

Reports to:

Location: XXXXX

Draft Date: XXXXX

Revision Date: 12.01.2025

Approved By: XXXXX

Role: Individual Contributor

POSITION SUMMARY

The Pre-Imaging Service Representative is responsible for radiology appointments, obtaining insurance, answering multi-line phones for multiple locations, working with incoming faxes and sending out medical records.

POSITION DUTIES AND RESPONSIBILITIES

Authorization Specialist

- Obtains documents, verifies, and conducts follow-up on insurance authorizations and insurance eligibility as required for scheduled exams. Consults with supervisor on complex and/or difficult situations.
- Enters data accurately into system, applying CPT codes to match authorization for exam. Consults with Modality Protocol, Clinical Managers, or technologist, as needed to ensure accuracy and smooth workflow.
- Maintains CPT code authorization files based on managed care contracts. Performs clerical duties as needed.
- Contacts insurance companies to obtain prior authorization and predetermination for exams ordered by practice providers. Checks insurance eligibility to ensure that the information provided matches the insurance carrier's database information.
- Prepares written communication to notify appropriate staff of authorization updates and/or changes for insurance carriers. In support of marketing efforts to enhance relationships with referring physician offices, interacts with external customers to inform and educate regarding authorization procedures. Works collegially and professionally with all internal and external staff members and physicians.
- In cooperation with the Accounts Receivables unit, works insurance denials by researching, sending appeal letters, and making appropriate contact with insurance companies or billing staff. Performs quality assurance checks of scheduled and recently performed exams. Provides recommendations for policy and procedure changes to management to prevent or limit denials.
- Performs other related duties as assigned.
- Participates as a member of the practice. Consistently demonstrates and promotes practice values.
- Ensures a professional attitude and appearance at all times. Consistently demonstrates flexibility and good judgment. Consults with co-workers and supervisor, as necessary.

Biopsy Coordinator

- Performs various administrative activities for the ultrasound and mammography departments to include, but not limited to:
 - Ensuring that all ultrasound and mammography images from the previous day are transferred to the archive system.
 - Preparing a monthly report on biopsy statistics.
- Performs medical assistant support functions for the biopsy patients to include, but not limited to:
 - Ensuring receipt of pathology reports and coordinating addendums.
 - Contacting referring physician's office for biopsy referral.
 - Contacting the patient to schedule the biopsy appointment.
 - Reviewing scheduled patient appointments and contacting the patient, via telephone, to confirm appointment date, time, and location. Advises the patient of any preparations required for the procedure.
 - Ensuring films are received from outside offices.
 - Tracking all breast biopsies.
- Inputs and/or verifies information in radiology information system (RIS/PACS) to ensure accuracy and/or receipt of the patient, referring physician, insurance, and exam data.
- Provides administrative coverage to Front Office or Medical Records departments as requested.

Eligibility

- Responsible for entire pipeline of charge capture activities
- Verifies insurance eligibility and benefits of patients in an accurate and timely manner
- Documents patient's copay, deductible, and / or co-insurance
- Responsible for driving process improvement initiatives related to front end revenue cycle functions, in collaboration with the operations leadership and divisional managers
- Responsible for improvements in operations of patient business services, insurance verification, and authorizations
- Work with managers of staff accountable for charge capture, coding, charge entry, insurance follow up, reimbursement analysis, or other financial functions
- Work claim denials and appeals
- Other duties may be assigned

Mammography Care Coordinator

- Ensures all necessary information is in the Radiology Information System (RIS) for all scheduled mammography exams and breast ultrasounds. Reviews requisitions for appropriate clinical information to determine proper study for breast imaging exams. Works with the referring physician offices to acquire missing requisitions, obtain verbal orders if necessary, and to confirm correct clinical information.
- Works cooperatively with Radiologists, Call center staff and various other resources. Maintains consistent, efficient workflow with the goal of completing daily work by end of day.
- Provides back-up to the site Mammography Support Associate.
- Participates in various department duties and meetings necessary for patient-centered service. Collaborates and cooperates with others in and out of the department in support of organization goals.
- Ensures all prior imaging is available for time of service.

- Ensures a professional attitude and appearance at all times. Consistently demonstrates flexibility and good judgment. Consults with co-workers and manager as necessary.
- Adheres to all practice policies and procedures, including Compliance, HIPAA, OSHA, and licensing and accreditation guidelines. Collaborates and cooperates with others in and out of the department in support of organization goals. Trains and assists new employees and staff-in-training when necessary. Provides coverage to other offices as needed. Assumes responsibility for self-development needs and obtain necessary instructions.
- Performs other related duties as assigned
- Participates as a member of the practice team. Consistently demonstrates and practice values.

Pre-Imaging Protocol Specialist

- Ensure all necessary information is accurately entered into the OIC Information System (RIS) for scheduled exams.
- Review requisitions for appropriate clinical information to determine the proper study.
- Work with referring physician offices to obtain missing requisitions, verbal orders, and confirm correct clinical information as needed.
- Ensure patients are appropriately screened and prepped for their exams.
- Collaborate effectively with radiologists, call center staff, and other team members to resolve issues and maintain efficient workflows.
- Maintain a consistent and efficient workflow, completing daily work by end of day.
- Participate in department meetings and initiatives focused on delivering patient-centered service.
- Ensure all prior imaging is available at the time of service.
- Demonstrate professionalism, flexibility, and sound judgment at all times; consult with co-workers and management as needed.
- Provide backup coverage for other Care Coordinators within the Customer Care Center.
- Adhere to all OIC policies and procedures, including Compliance, HIPAA, OSHA, and accreditation standards.
- Support training for new employees and staff-in-training as needed, and provide coverage at other locations when required.
- Take responsibility for ongoing self-development and participate in continuing education as appropriate.
- Perform other related duties as assigned.
- Actively participate as a member of the Jefferson Radiology team, consistently demonstrating and promoting OIC Values.

Patient Scheduling

- Handle scheduling for multiple locations
- Maintain sensitive information in confidence
- Excellent phone and computer skills
- Excellent communication skills to communicate with patients, physicians, clients, coworkers, and management staff
- Perform in a high productivity, fast-paced environment
- Ability to meet deadlines and prioritize diverse responsibilities
- Ability to document accurately and concisely
- Ability to work independently
- Ability to exercise judgment and make decisions

Patient Scheduling – IR



- Schedules patients for appointments (pre-procedure or follow-up) with Radiologists. Schedules exams or interventional procedures in a professional, friendly, and timely manner. Obtains demographic, patient medications and insurance information. Verifies pre-authorizations and obtains outside patient records as needed.
- Properly enters information into Radiology Information System (RIS), as well as the Outlook calendar, to reflect correct patient information, pertinent clinical information and referring physicians. Properly scans patient information into system. Pulls documentation from practice consult visits on hospital patients to ensure all clinical histories are available for the Interventional Radiologist. Sends proper appointment requests to physicians.
- Collaborates with hospital scheduling and support services as well as the practice community hospital Physician Workflow Coordinators to ensure that IR cases needed at the hospital affiliate locations are correctly triaged.
- Schedules patients for appointments (pre-procedure or follow-up) with radiologists. Schedules exams or interventional procedures in a professional, friendly, and timely manner. Obtains demographic, patient medications and insurance information. Verifies pre-authorizations and obtains outside patient records as needed.
- Provides patients with correct and up-to-date information on exam preparations, time provisions and insurance requirements. Seeks out additional information for patients requesting more assistance.
- Acts as a liaison with referring physicians for scheduling complex procedural exams. Provides support and assistance to other department staff as needed. Collaborates with Supervisor, Customer Care Center and Radiologists in coordinating outpatient procedures.
- Performs other related duties as assigned
- Participates as a member of the practice team. Consistently demonstrates and promotes practice values.
- Ensures a professional attitude and appearance at all times. Consistently demonstrates flexibility and good judgment. Consults with co-workers and supervisor as necessary.
- Adheres to all practice policies and procedures, including Compliance, HIPAA, OSHA, licensing and accreditation guidelines. Reviews policy and procedure manuals on an annual basis.

Specialty Scheduler

- Schedule, re-schedule, and cancel all specialty exams as necessary.
- Accurately acquire/enter into patient information system the registration demographic including basic insurance information as directed by practice procedures on new patients and verify information on existing patients.
- Screen patients for radiology/imaging procedures by obtaining necessary medical information listed on clinical forms.
- Inform patients of preps, request necessary test results and prior study information, and provide directions to facility.
- Help to maintain patient satisfaction.
- Verify insurance eligibility and pre-authorization status as needed.
- Notify Supervisor of any potential scheduling problems.
- Confirm future scheduled exams.
- Call monitoring and scoring to measure documentation, customer service and proper call handling.
- Error rate for exams scheduled at the wrong facility, scheduled incorrectly, scheduled with incorrect insurance information, add-ons and missing screening sheets. Individual error rate will be measured against the group error rate.



- Promote all imaging services of the practice to patients and visitors.
- Develop good rapport with referring medical offices.
- Other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to work independently
- Ability to work in a fast-paced, high productivity environment
- Ability to exercise judgement and make decisions
- Excellent communication skills to communicate with patients, physicians, clients, coworkers, and management staff
- Ability to document accurately and concisely
- Excellent phone and computer skills
- Ability to maintain sensitive information in confidence
- Ability to meet deadlines and prioritize diverse responsibilities
- HIPAA and OSHA knowledge
- Strong organizational skills
- Knowledge of medical reception tasks, clinic procedures, medical terminology and paperwork processing requirements.
- Knowledge of and experience in using office equipment including telephone, fax, computer and Our Practice Values: Integrity Teamwork Excellence Service Accountability photocopier.
- Knowledge of and experience in using radiology-related computer systems (RIS/PACS).
- Knowledge of customer service concepts and techniques.
- Ability to communicate clearly in person and on the telephone.
- Ability to use interpersonal skills to effectively interact with physicians, other facility staff, patients and families when providing instructions or responding to questions or exchanging patient-related information.
- Ability to organize and prioritize tasks effectively.
- Ability to read, understand and follow oral and written instructions. Ability to file correctly by alphabetic or numeric system.
- Ability to maintain confidentiality of patient record information.
- Strong customer service skills and the ability to keyboard proficiently

REQUIRED QUALIFICATIONS

- High school diploma or equivalent.
- Excellent written and verbal communication skills.
- Strong attention to detail, organizational, and problem-solving skills.
- Ability to work effectively in a collaborative, fast-paced environment.

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Post-secondary education preferred.
- Experience with Radiology Information System (RIS) preferred.
- Previous medical office experience, with knowledge of medical terminology
- Must possess excellent diction and communication skills, excellent telephone manner, excellent customer service and interpersonal skills.
- Must convey a pleasant, professional demeanor.
- Computer experience; proficiency in IDX and MS Outlook preferred.



- May be required to possess solid knowledge of medical terminology, CPT and ICD-10 coding and medical insurance and authorizations.
- May be able to demonstrate proficiency with Sunrise and EDDS hospital systems.
- Previous experience in a customer service environment (preferred)
- Previous experience in healthcare or radiology (preferred)

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

Never Occasionally Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

Never Occasionally Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

Never Occasionally Constantly

Moving about to accomplish tasks or moving from one worksite to another.

Never Occasionally Constantly

Adjusting or moving objects up to 15 pounds in all directions.

Never Occasionally Constantly

Communicating with others to exchange information.

Never Occasionally Constantly

Repeating motions that may include the wrists, hands and/or fingers.

Never Occasionally Constantly

Operating machinery and/or power tools.

Never Occasionally Constantly

Operating motor vehicles or heavy equipment.

Never Occasionally Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

Never Occasionally Constantly

Environmental Conditions

Low temperatures.

Never Occasionally Constantly

High temperatures.

Never Occasionally Constantly

Outdoor elements such as precipitation and wind.

Never Occasionally Constantly

Noisy environments.

Never Occasionally Constantly

Hazardous conditions.

Never Occasionally Constantly

Poor ventilation.

Never Occasionally Constantly

Small and/or enclosed spaces.

Never Occasionally Constantly

No adverse environmental conditions expected.

Never Occasionally Constantly

Physical Demands

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Sedentary work that primarily involves sitting/standing.

Never Occasionally Constantly

Light work that includes moving objects up to 20 pounds.

Never Occasionally Constantly

Medium work that includes moving objects up to 50 pounds.

Never Occasionally Constantly

Heavy work that includes moving objects up to 100 pounds or more.

Never Occasionally Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date