



REACH Medical / Project Job Posting

Position Title: Patient Access Representative (PAR) - Full Time

REACH: REACH is a 501c3 nonprofit licensed Article 32 healthcare provider with locations in Ithaca and Johnson City, NY. REACH provides substance use disorder treatment as well as comprehensive primary care, behavioral counseling, psychiatric medication management, Hepatitis C testing and treatment and outreach services. REACH is dedicated to health equity; we are committed to hiring and developing well-qualified staff who reflect the racial, ethnic, social, and cultural diversity of the people we wish to serve. People of color, people with LGBTQ identities, and people with disabilities are particularly encouraged to apply.

Position Goals and Role:

REACH provides low-threshold, harm reduction-oriented primary care in a multi-disciplinary, integrated practice to further the REACH Mission of ensuring health equity to all who typically face stigma in the current healthcare system.

The PAR provides administrative support for daily practice operations of REACH Medical PLLC including but not limited to answering phones, scheduling appointments, registering patients and other duties as assigned. PARs also support completing prior authorizations, clinical referrals, cash collection of copays and coinsurance, facilitating the Sliding Fee Scale process, etc.

Position Goals and Roles: The PAR provides administrative support for daily practice operations of REACH including answering phones, scheduling appointments, registering patients and other duties as assigned. PARs also support completing prior authorizations, clinical referrals, cash collection of copays and coinsurance, facilitating the Sliding Fee Scale process, etc.

Responsibilities:

- Politely and efficiently answer phones and schedule patient appointments using the defined process for REACH.
- Greet and register patients in a professional and courteous manner.
- Process co-pays and complete the pre-registration/registration process and all prior authorizations required to ensure an accurate and successful billing process.

- Support Practice Manager in day-to-day operations of the practice.
- Complete assigned tasks as needed to support practice operations.
- Be fluent in the philosophy and known outcome measures of Harm Reduction and Low Threshold Care.
- Be conversant in and understand all non-clinical aspects of the practice.
- Attend all staff meetings.
- Work collaboratively with all REACH staff including Provider contractors.
- Share in after-hour and before office hours responsibilities.
- Duties as indicated by supervisor.

Qualifications:

- High School diploma.
- Strong interpersonal skills with a commitment to provide respectful, culturally-competent communication to fit the context of our target population.
- Knowledge and ability to use computer/database systems including Microsoft Outlook, Word, Excel, and PowerPoint.

The salary range for this position is \$17.00 - \$24.99/hour.

Please submit a cv/resume or cover letter to Ginny at gdecare@reachmed.org.

