

## Patient Service Center Quality Assurance Analyst

*Remote*

### **SUMMARY**

This position integrates fully with the Patient Service Center to monitor the quality and accuracy of all scheduled, pre-registered and patient payment estimates, including data entry and compliance with protocol changes as required due to technological and/or process changes. The Quality Assurance Analyst will work independently to ensure that the representatives under their training know the proper way to approach each call, how to walk a customer through a variety of inquiries and promotes high levels of customer service and quality. In order to achieve this, the Analyst must be fully functional in all duties and aspects of work in the REP I through LEAD positions.

Additionally, the Analyst will have daily communication with new representatives Leads to discuss any problems that may be evident and to assure appropriate progress is attained. The Analyst will identify quality improvement opportunities and present them to Manager/Team Leaders for consideration and approval. The Analyst will promote, by example, a customer-centric, professional management culture.

### **Responsibilities**

- Selects calls for performance evaluation in a random fashion to provide a valid sampling representative of overall performance levels
- Develops and deploys daily audits to assess the quality and accuracy of the Patient Service Centers
- Trains new reps on department's quality/customer service expectations, software and procedures, phone systems and procedures
- Works closely with supervisors to assist with training for both new and existing team members (ongoing, process training, etc.)
- Utilizes audit findings to report call trends and recommend training modifications to management
- Other duties as assigned based on departmental needs

### **Qualifications:**

#### *Knowledge, Skills, Abilities*

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work in a production driven call-center environment
- Familiarity with working with dual computer monitors (may be required to use dual monitors)
- Must have basic typing ability
- Must have working knowledge of Windows based computer environment
- Strong written and verbal communication skills

- Ability to multitask in multiple systems (financial clearance and scheduling) simultaneously
- Extensive multitasking ability
- Must have full working knowledge of both Scheduling and Financial Clearance Functions

*EDUCATION / EXPERIENCE*

- Include minimum education, technical training, and/or experience preferred to perform the job.
- *Required:* High school diploma or GED
- *Preferred:* Two plus years of college (two years in a professional, customer service-driven environment may substitute for two years of college), completion of related medical certification program
- No experience required if individual possesses a degree

**For More Information / How to Apply:**

<https://jobs.tenethealth.com/job/frisco/patient-service-center-quality-assurance-analyst-remote/1127/17117656>