

# Medical Records Processing Specialist

**HealthMark Group**

Job Location: Temple, TX

Full Time/Days

## **JOB SUMMARY:**

Entry level job duties include but not limited to:

- Complete all incoming ROI requests in a timely and efficient manner.
- This position must maintain 100% ROI Accuracy.
- This position must complete all STATs within an hour and maintain a 24-hour turnaround time for all other ROI requests.
- This position must keep all queues current.
- Validates requests and authorizes for release of PHI according to established procedures.
- Performs quality checks on all work to ensure the accuracy of the release, confidentiality, and proper invoicing.
- Maintains confidentiality, security, and standards of ethics with the employer and medical records information during transport, storage, and disposal.
- Complete legal affidavits and questions as needed.
- Regularly scan ROI request into chart.
- Abides by the ROI policy specific to both HealthMark and the client.
- This position must maintain a neat, clean, and professional personal appearance and observe the dress code established by the client.
- This position must maintain a clean and orderly work area. Ensure that records and files are properly stored before leaving the area and ensure adequate supplies to meet needs.
- Maintain and update facility guide as needed.
- Provides excellent customer service by being attentive and respectful.
- Follows-through as promised.
- Proactive in identifying PT complaints with the ability to de-escalate as needed.
- Communicate effectively with customers.
- Achieve maximum customer satisfaction.

## **MINIMUM REQUIREMENTS:**

- Fast learner
- Dependable
- Quick worker
- Team player
- Positive attitude
- Someone who strives to do more

## **FOR MORE INFORMATION/TO APPLY:**

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=17f04587-8e14-4147-8cd2-da2c4f687a0d&cclid=19000101\\_000001&lang=en\\_US&selectedMenuKey=CareerCenter&jobId=507221](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=17f04587-8e14-4147-8cd2-da2c4f687a0d&cclid=19000101_000001&lang=en_US&selectedMenuKey=CareerCenter&jobId=507221)