

PLEASE POST CONSPICUOUSLY

OTSEGO COUNTY HAS THE FOLLOWING VACANCY:
Addiction Recovery Services
Patient Service Representative
\$37,576 - \$44,246
DATED: October 15, 2026
LAST DAY FOR FILING: October 28, 2026
EOE

DISTINGUISHING FEATURES OF THE CLASS: The Patient Service Representative serves as the first point of contact for patients; welcoming them, scheduling appointments, accepting, recording and processing payments, entering information into electronic medical records (EMR), and maintaining strict confidentiality per HIPAA regulations in the Community Services Department clinics. The duties involve a variety of higher-level clerical duties such as completing intake forms, preparing necessary documents for a patient visit, and entering and/or updating demographic and billing information and payments into the electronic medical record. The work is performed under the direct supervision of the Business Office Manager or higher-level administrator. Performs related duties as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Greet patients professionally both in person and on the phone, verifying demographic and insurance details at each patient visit and phone contact;
- Ensure completion of required intake/HIPAA forms for new patients;
- Enter new/updated patient demographic and insurance information in EMR and notify providers of patient arrival;
- Prepare necessary documents for patient visit;
- Protect patients' rights by maintaining confidentiality of personal and financial information per HIPAA regulations;
- Communicate insurance changes in real time with the billing office;
- Answer phones and provide information to the public, schedule/reschedule patient visits, make confirmation reminder calls, make insurance verification/clarification calls;
- Maintain accurate financial records when collecting copayments and keep track of account balances;
- Issue receipts and complete daily cash/credit receipt reconciliation;
- Enter payments in EMR, document collection efforts in EMR and secure payments until taken to the business office at the end of each daily shift;
- Provide uninsured patients with information and application for the private pay/sliding fee program;
- Maintain required level of knowledge and proficiency in all core functions of the position;
- Performs related duties as required.

REQUIRED PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of business arithmetic; good knowledge of office terminology, procedure and equipment; working knowledge of medical or mental health terminology; working knowledge collecting, recording and processing insurance information; working knowledge of HIPAA regulations; ability to utilize an electronic medical record system, and common office software programs including Microsoft Office; ability to maintain financial and electronic medical records accurately; ability to follow detailed oral and written instructions; ability to communicate effectively both orally and in writing; ability to deal effectively and professionally with the public; ability to establish and maintain effective working relationships; ability to exhibit tact and courtesy.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and one (1) year of full-time paid experience or its part-time equivalent working in a medical office, hospital, clinic, or treatment center collecting, recording and processing insurance information and payments, scheduling appointments, and updating electronic medical records.

NOTE: Successful completion of coursework in Medical Technology or closely related field at a regionally accredited college or university, or one accredited by the NYS Board of Regents to grant degrees, may be substituted for the above experience with three (3) semester credit hours being equivalent to three (3) months of experience up to half the amount of experience required.

CLASSIFICATION: Competitive

Applications available at the Otsego County Personnel/Civil Service Department, 183 Main Street, Cooperstown, NY 13326 or online at www.otsegocountyny.gov