General Job Title: Front Office Manager (FOM)  
Original: November, 2016  

Department: Administration  
Revised:  

Basic Function and Scope of Responsibilities: The Front Office Manager is pivotal to the overall operation of the clinic at each location and is responsible for ensuring that the front-office of the clinic operation is running efficiently and professionally. While the doctors and nurses are busy with taking care of patients, the FOM oversees the front office operation staff in order to ensure steady work flows, proper coverage and uninterrupted patient service delivery. This position is a crucial part of the organization, especially as the complexity of medical-practice business operation increases. MOHA is dedicated to providing best-in-class service to our patients that have trusted us with their care, oversight and treatment of their cancer or blood disorders. The FOM will be a critical part of the team to ensure we are successful in this endeavor.

Principal responsibilities:
- Planning and coordinating the daily activities of the front office staff  
- Ensuring proper coverage at all times across all three MOHA locations  
- Ensure compliance with HIPAA/OSHA standards  
- Identify problems and make recommendations for resolution  
- Hiring and training of front-office staff  
- Addressing all staff issues  
- Conduct regular performance reviews  
- Handle all facility issues at each location  
- Ensure each location is clean and presentable for our patients.  
- Oversee the selection of equipment used in the facility and ensure it is working properly  
- Oversee an administrative staff consisting of front desk receptionists, telephone receptionists, medical records staff and scheduling staff  
- Serve as a liaison with each physician/nurse team to address any issues arising in the front-office  
- Hire and train administrative staff  
- Schedule staff to meet operational requirements  
- Oversee payroll for direct staff  
- Oversee and manage patient flow at all locations  
- Ensure appropriate insurance information is gathered at every facility for every patient at the front-end of the process  
- Ensure staff updates patient records to be current and accurate  
- Supervise and look for ways to improve patient scheduling  
- Oversee registration of patients  
- Communicate with patients regarding inquiries and complaints  
- Ensure patient satisfaction.  
- Reconcile daily activity report, balance day sheet  
- Process patient authorizations for treatment and consultations, as necessary  
- Handle a variety of matters including managed care, insurance, collections, operational and customer service issues  
- Order office supplies  

Education Requirements:
- Bachelor's degree in a related field strongly preferred
- Certified Medical Manager (CMM) or Certified Medical Practice Executive (CMPE) an advantage
- Prior management experience or three years’ experience in medical office with customer service as a focus

**Performance Requirements:**

**Knowledge:**
- Knowledge of principles and practices of the health care organization sufficient to manage, direct and help coordinate the operation of the organization
- Knowledge of mission and vision of the organization sufficient to implement objective and goals.
- Knowledge of office policies and procedures
- Knowledge of accounting, data and administrative processes and principles
- Knowledge of human resource management principles and practices
- Knowledge of applicable regulations and state and federal laws
- Knowledge of relevant software to ensure compliance with current healthcare regulations, medical laws and ethic

**Skills:**
- Exhibit values of integrity and compassion
- Skill in planning, organizing, delegating and supervising
- Strong verbal and written communication skills.
- Ability to use attention to detail and to use judgment for decision-making and problem solving
- Demonstrate exceptional customer service while maintaining patient confidentiality
- Exhibit tolerance and an ability to manage in a stressful environment
- Demonstrated ability to work independently and as a team player
- Self-starter who is dependable with a willingness to adapt to change

The FOM will oversee an administrative staff consisting of front desk receptionists, telephone receptionists, medical records staff and scheduling staff. The FOM will serve as a liaison with each physician/nurse team to address any issues arising in the front-office.

**Tasks of the various roles (not all inclusive):**

**Front desk receptionist:**
- Recognize and register patients
- Verify current informational status
- Verify insurance on every patient visit
- Collect co-pays and account balances
- Check all insurance for accuracy, make necessary phone calls with corrections
- Preparation of new patient records
- Knowledge of opening and closing of the office
- Notify supplies manager of supplies to be ordered
- Maintain a clean or orderly reception/waiting room and work area

**Telephone receptionist:**
- Direct all calls to appropriate parties
- Check answering service for messages, distribute accordingly
- Answer all triage calls by taking message/or referring to the back office
- Inform proper parties of all incoming fax messages and distribute faxes as appropriate

**Scheduling staff:**
- Confirm next day appointments
- Schedule appointments for all offices, accurately and efficiently
- Back up for other positions in the front office
- Send out follow-up reminder notices
- Post over the counter payments and process bankcards
- Responsible for the coordination of the physician schedules

**Medical Records:**

All roles:
- Position covered at all times
- Knowledge of medical terminology
- Explain office policies to patients as needed
- Shred patient information to comply with HIPAA regulations
- Follow HIPAA regulations
- Follow OSHA rules and regulations
- Follow Compliance rules and regulation against fraud and abuse
- Train new staff
- Maintain front office quality assurance
- Serve as a role model for customer service and mentor support staff
- Maintain strictest confidentiality
- Ensure the patients are treated courteously by office staff