

Welcome to Enzo Clinical Labs, a full service clinical reference laboratory. We are one of the leading regional labs in the country, as we combine the extensive testing capabilities of a large laboratory with the convenience and personalized service of a local one. Enzo was one of the area's first laboratories to be awarded the prestigious College of American Pathologists (CAP) accreditation. This award indicates that Enzo has passed an extremely rigorous series of inspections far more sophisticated than those mandated by licensing authorities.

Job Summary- Bilingual Mandarin Client Service Representative

This position is responsible for performing customer service for patients and clients. The Bilingual Mandarin or Cantonese

Customer Services Representative is responsible for the complete and accurate data entry and supporting documentation of daily activities. In addition, they provide exceptional customer service in support of the Clinical Labs business to both internal and external customers. Ensure compliance with HIPPA and Sarbanes-Oxley regulations and maintain all required documentation.

Responsibilities:

- Prepare credit card payments for transmission daily (via phone and email).
- Prepare Patient Refunds
- Prepare Insurance Refunds
- Review rejections and outstanding claims, troubleshoot errors and rejection codes and provide patient information to patient.
- Prepare note system and maintain all documentation required for compliant claim submission
- Updates patient accounts, including verification of insurance coverage and changes in patient information, with appropriate documentation.
- Respond to high volume of telephone inquiries in a positive and professional manner, resolve and follow up on all issues within designated timeframes.
- Meet proposal metrics and benchmarks
- Other duties assigned by supervisor

Qualifications:

- Mandarin or Cantonese Bilingual
- 1+ years of related healthcare billing experience
- Excellent written and verbal communication skills with a strong customer service focus
- Proven ability to work in fast paced environment
- Accurate data entry skills
- Knowledge of HIPPA regulations desired.
- Computer proficiency required; experience with electronic laboratory billing systems required.