



**Western Washington**  
Medical Group

## **Triage Certified Medical Assistant & Patient Services Representative – Full Time**

**Date:** 02/24/25

**Location:** WWMG Ear, Nose & Throat, Allergy & Audiology - 3125 Colby Ave, Suite J, Everett, WA 98201

### **Description:**

Primary front office administrative work. Includes checking patients in and out for appointments, telephone calls, entering referrals, scheduling, verifying insurance benefits, and other administrative tasks. Additional back office clinical work as needed.

### **Duties include but not limited to:**

- Check patients in and out for appointments.
- Call and schedule referred patients.
- Obtain insurance benefits quotes.
- Calculate estimate of patient responsibility for procedures (inpatient, outpatient, and in office procedures).
- Obtain medical records clearances, lab results, and other required patient information to send to the appropriate facility for surgery clearances.
- Obtain insurance prior authorization for procedures, both inpatient and outpatient.
- Enter incoming referral information into the EMR.
- Follow up on non-scheduled referrals and cases.
- Answer and reply to patient phone calls.
- Schedule appointments.
- Manage incoming and outgoing audiology orders and inventory.
- Triage patient calls, checking voicemails; Document, and direct patient messages to the correct provider support staff, and return patient calls as needed.
- Complete medication prior authorizations with patient insurance companies and complete the required forms.
- Follow up on authorization outcomes and update the provider, support staff, and patient of outcomes.
- Coordinate prescription medication refills that come in electronically and through fax, input faxed prescription requests into the EMR. Follow office protocols for refilling prescriptions as outlined.
- Complete patient referrals, imaging orders, laboratory orders, and other diagnostic tests as needed.
- Complete required authorizations and paperwork as required. Follow up on authorization outcomes and update the provider, support staff, and patient of outcomes.
- Medical office supply management as needed.
- Room patients and take vitals as need for providers.
- Take complete health history and perform medication reconciliation.
- Enter documentation into EMR (experience with EPIC required)
- Set up and assist in minor office procedures.

- Clean, sterilize, and maintain instruments.
- Perform a variety of in office testing including allergy testing, spirometry, exhaled nitric oxide.
- Give intradermal, subcutaneous, intramuscular injections.
- Other administrative duties as assigned to support clinic operations

### **Requirements:**

- High school diploma or equivalent.
- Reliable, punctual, and committed to quality patient care.
- Two or more years' experience with EPIC medical records systems (front office EPIC SuperUser experience preferred).
- Completion of a Medical Assistant Program OR completion of a Military Medical Corpsman Program.
- Current active WA State CMA license.
- Exceptional work ethic and willingness to take ownership of assigned tasks.
- Microsoft application skills: Word, Excel, and Outlook.
- Data entry skills.
- Excellent customer service skills.
- Excellent organizational skills, with high attention to detail and accuracy.
- Knowledge of medical terminology preferred.
- Knowledge of insurance payors in Washington State preferred.
- Skilled in using email, fax, scanner, photocopier, and phone systems (preferably Zoom).
- Pleasant and clear communication skills.
- Ability to work well under pressure and time constraints.
- Demonstrated ability to manage multiple tasks simultaneously.
- You must be able to provide proof of legal authorization to work in the United States.

### **Benefits:**

We offer a family friendly and people-focused workplace, plus the opportunity to work for the best healthcare company in Washington.

Full Time employee benefits:

- 9 paid holidays
- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Sick time accrued per WA State law
- Paid training
- Retirement plan
- Vision insurance

Our staff not only enjoys benefits and professional growth opportunities, but also an environment noted for diversity, community involvement, intellectual excitement, and collaboration. We are interested in learning more about you and appreciate you taking the time to apply online.

**Hours:** Full Time, 30-40 hours per week, Monday to Friday. No evenings or weekends.

**Salary:** Hourly wage \$22-\$26 per hour depending on experience, skill set, and education.

**To Apply:** Please send a cover letter and resume to: [jvette@wwmedgroup.com](mailto:jvette@wwmedgroup.com).

*Western Washington Medical Group is an Equal Opportunity Employer. We celebrate diversity and inclusion and welcome applications from qualified candidates, regardless of race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected veteran status or any other characteristic protected by applicable federal, state or local law.*