

Job Description
HeadsUp Healthcare is looking for a Staffing Associate (Appointment Scheduler) on the West Coast to support our Dental, Doctor, and Leadership Teams. HeadsUp Healthcare is patient-first specialty managed care company for injured workers focusing exclusively on above the neck injuries. We offer a generous benefit package including Medical, Dental and Vision benefits, paid time off, and opportunity for a 401K. We're looking for talented and professional team members to provide superior customer care.

Roles and Responsibilities:

- First point of contact for claimant and client for all initial scheduling of medical or dental appointments
- ' Sets the expectation
- Routinely speak with patients and providers offices simultaneously to effectively set up appointments
- Request, send, receive, and follow up on critical documentation via email and fax
- Must document and save all correspondence and documents to secured company file
- Other duties as assigned

Required skills and abilities:

- Ability to work well individually and in a team environment. Ability to troubleshoot and solve problems. Analytical ability with adept research skills
- Exceptional communication skills (written and verbal)
- Must be able to multi-task, follow procedures and have active listening skills
- Intermediate level skills in Microsoft Outlook and all MS Office essentials
- Must be able to adhere to company's physical & information security standards along with training requirements.

Education/Experience

- 6 months - 3 years medical or dental experience
- Contact Center experience a plus
- High School Diploma or GED

Company Description

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