

ROI Specialist

Position Summary:

This administrative position is responsible for processing all Release of Information (ROI), specifically medical record requests, in a timely and efficient manner, ensuring accuracy and providing customers with the highest quality product and customer service.

The ROI Specialist must at all times safeguard and protect the patient's right to privacy by ensuring that only authorized individuals have access to the patient's medical information and that all releases of information are in compliance with the request, authorization, company policy and HIPAA regulations.

Position Requirements:

- Candidates will be motivated, organized, detail oriented, responsible, and reliable, have the ability to multi-task and be able to work independently.
- Candidates will have excellent communication and problem solving skills with outstanding customer service orientation.
- Candidates will be able to work professionally, effectively and efficiently in a team environment with customers, management and co-workers.
- Candidates will be able to use fax, copier, computer and multiline phone system and other required work tools.
- Candidates will have the ability to understand and become knowledgeable of Release of Information standards, policies & procedures and HIPAA regulations and to complete work in compliance of these and other standards. Must have an ability to read and comprehend simple, healthcare terminology.
- Candidates must know how to perform basic internet searches, have the ability to download and save information and be able to learn multiple EMR systems.
- Data-entry experience with excellent typing skills required.
- Candidates will have the ability to learn new equipment and required processes in a fast paced environment.
- Experience with previous release of information, medical records, or other related experience in a healthcare environment is preferred. RHIT or RHIA certification preferred
- Candidates will have effective verbal and written communication skills with the ability to communicate in English (verbally and in writing).
- Have the ability to do light physical labor in relation to the job duties.
- Candidate must have a high school or equivalent degree (GED).