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JOB POSTING

Medical Billing Specialist-This position requires medical billing experience performing ICD-10, patient collections and other related duties. A high school diploma or equivalent required. Must be a strong team player with excellent communication (verbal and written) and analytical skills. Experience with Epic/Wisdom software helpful. At least 1 year of medical billing experience required.

Patient Access Services Representative- Responsible for answering all incoming calls to the main telephone switchboard system, Finesse, receives and redirects calls, responds to routine inquiries, refers to appropriate sources; takes and transmits messages and transfers calls appropriately per protocol; schedules, cancels appointments or tasks to appropriate front desk staff if unable to make appointment and other clerical duties as assigned. Must have excellent customer service and maintains professional telephone etiquette at all times and 1-3 years related experience working in a medical and/or dental office setting. Excellent communication skills, both written and verbal and superior customer service required. Working knowledge of switchboard operations, general clerical skills and basic computer knowledge in Windows environment required. **Bilingual (English/Spanish) required.**

Health Information Specialist –Front Desk - Full-time – Responsible for maintaining and organizing the electronic health record (EHR), scanning and filing of information into the EHR and other related clerical duties. Must have the ability to handle highly confidential and sensitive information and familiarity with medical terminology strongly preferred. Must work well in a team environment, have excellent organizational and communication skills (verbal and written), possess excellent customer service skills, basic computer skills and work well in a fast-paced environment. 1-2 years previous experience working in a Health Information Department accepted; previous clerical experience in a medical environment and familiarity with a patient record. **Bilingual (English/Spanish) required.**

Pharmacist – Per Diem – Seeking an energetic individual to join our team in a fast-paced, high volume **RETAIL** pharmacy located within our Federally Qualified Health Center. Work in a mission driven setting that focuses on providing the optimal in-patient care. The pharmacist dispenses medications prescribed by health center or outpatient physicians and other healthcare and dental practitioners and provides information to patients about medications and their use. The pharmacist works closely with the patient and practitioner and may advise on the selection, dosages, interactions and side effects of medications; counsels patient and answers questions regarding side effects or interactions among various drugs. As a pharmacist in a supervisory role, must possess excellent written/oral communication to provide oversight and direction to lead a diverse and hard-working staff. Candidate must be a graduate of an accredited school of pharmacy with an active MA license. The candidate must obtain certification for BLS CPR, immunizations, emergency contraception, and naloxone and have the ability to use the Prescription Monitoring Program. Previous experience in retail pharmacy operations preferred. **Bilingual (English/Spanish) helpful.**

Provider Enrollment Specialist – The Provider Enrollment Specialist is responsible for credentialing new and current providers with insurance plans with the organization's health plans. Duties include the maintenance of individual provider files to include up to date information needed to complete the required governmental and commercial payer credentialing applications; maintain internal provider grid to ensure all information is accurate and logins are available; maintain accurate and up to date provider profiles on CAQH, PECOS, NPPEs, and CMS databases; complete revalidation requests issued by government payers; complete credentialing, re-credentialing, and privileging applications to add providers to commercial payers, Medicare and Medicaid; maintains current knowledge of applicable federal and state laws and regulations and accreditation standards; works closely with the Credentialing & Privileging Team, routinely communicating enrollment progress to ensure provider information is obtained and updated in a timely manner. A high school diploma or equivalent required; An Associate's degree in related field preferred. At least 1 year relevant experience performing related insurance credentialing duties in a healthcare environment preferred. Must have excellent communication skills both oral and written along with demonstrated excellent writing and editing skills. Must be proficient in Microsoft Office applications, Word, PowerPoint, Excel and other Microsoft Office programs. Must have superb organizational skills. Must be professional, proactive, collaborative, conscientious and results-oriented individual. Must be reliable and have the ability to work independently and with minimal direct supervision.

Front Desk Receptionist / Vision Center

The receptionist is responsible for answering phones and directing incoming calls in a courteous manner, schedules patient appointments, greets patients, registers patients and verifies information in NextGen, obtains and verifies insurance information and performs related clerical support duties. A high school diploma or equivalent required, 2 years of related experience preferred, must have exceptional customer service and communication skills (verbal/written). **Bilingual (English/Spanish) required.**

Front Desk Receptionist- Dental -The receptionist is responsible for the daily non-clinical operations of their assigned office including patient satisfaction, answering phones and directing incoming call in a courteous manner, scheduling patient appointments, and other business related functions as delegated by supervisor. Must be comfortable using an electronic dental record and Microsoft Office Suite (Outlook, Word etc.) A high school diploma or equivalent required. Bilingual (English/Spanish) required.

Interim Dental Assistant Supervisor

Supervises and directs the work of dental clinical support staff which includes On-the-Job Training Dental Assistants (OJTDA), Dental Assistants, and Dental Assistant leads; provides training, feedback, development, and mentorship to the dental clinical support staff including the onboarding of newly hired dental assistants; participates and advises in personnel matters of assigned staff including recruiting, hiring and corrective action; coordinates regular staff meetings and prepares relevant information to present for in-service education; collaborates with Dental Assistant Leads to order clinic supplies to maintain levels that support patient care, as well as to ensure proper and timely equipment maintenance occurs; organizes equipment and instrument inventory to ensure levels remain appropriate for patient care; travels to remote HHC sites as needed and other related duties as assigned. A high school diploma or equivalent required; a current MA dental license required. Must have 3-5 years of experience working in a dental office as a lead dental assistant. Previous experience working as a dental assistant required and front desk strongly preferred. Excellent communication and customer service skills, internal and external required along with demonstrated leadership skills; must be a self-starter with the ability to work well as part of a team. The position requires the ability to take initiative, exhibits good judgment with excellent decision making and organizational skills; maintains a professional manner at all times attending to patients, customers and co-workers; ability to maintain confidentiality at all times while handling a high volume of sensitive information; dependable, punctual, professional and efficient in all work-related duties. Position requires knowledge of basic computer and experience performing data entry duties.

If you are interested in applying for a posted position, please forward a resume/application to: Human Resource Dept., Attn: Teresa Lavelle, 230 Maple Street, P.O. Box 6260 Holyoke, MA 01041. Posted May 16, 2025.