



VisionQuest Eyecare is the leading eyecare provider in Indianapolis and the surrounding areas. We have three locations: Geist, Greenwood and East Washington. We have a doctor team of six and around 30 employees between offices. We all work together to help the patient see great!

We love to come to work every day because we love what we do, and we've built an office culture that can't be beat. If you're looking to join a team that feels like a family, where your efforts will always be appreciated, and where you will be valued for the amazing person you are, apply now! We value your time, so we'll be back in touch with you very quickly.

Receptionist Overview

This individual is responsible for maintaining a high level of customer service as they are most often the first people our patients encounter. They are responsible for specific and essential responsibilities that pertain to scheduling, insurance verification and the overall patient experience. The receptionist will report directly to the Office Manager.

Position Responsibilities

- Greeting all patients with a smile when they walk into the office and on the phone
- Schedule appointments using our scheduling protocol
- Verify patient benefits prior to arriving in the office 5 days in advance
- Assist patients with necessary paperwork
- File insurance claims and research any unfiled or unpaid claims as well
- Prepare patient charts each day for the upcoming day
- Balance end of day closing reports

Requirements

- High School Diploma or GED required
- Minimum of one (1) year experience in a customer service role
- Must complete ABOC testing within first year of employment
- Optical experience preferred
- Experience with Electronic Health Records (EHR) preferred
- Strong computer skills and ability to have high accuracy when entering in patient information
- Exceptional personal skills to enhance the patient experience
- Communicate effectively both verbally and in writing
- Able work in a fast-paced environment

Benefits

- Medical, Dental, and Vision Benefits
- 401 (k) with Company match
- Paid vacation and holidays