



EMPLOYMENT OPPORTUNITY

Patient Support Specialist III

IWS Family Health, a community health center providing preventive health care services to children and families, seeks a Patient Support Specialist III (Bilingual English/Spanish) to work as a critical part of its Operations Team (3600 W. Fullerton Ave. Chicago, IL 60634).

Position Responsibilities

- Greet patients professionally.
- Register patients in EMR system upon arrival for scheduled appointments in the clinic ensuring that sign in slips and other appropriate forms for patient registration have been completed and scanned into the system.
- Verify and update patient demographics upon arrival, ensuring accuracy.
- Verify patient insurance/Medicaid eligibility and import eligibility results into the patient's chart.
- Complete patient financial application, update and scan all documentation into the patient's chart.
- Complete a financial assessment on each patient to qualify them for program assistance.
- Request/collect donations from patients for the Family Planning grant.
- Generate MPE, ABE applications.
- Add newborns to an existing case, faxing the application and scanning the completed application to the patient's chart.
- Assist patients in PCP changes or update enrollment in the MCO programs.
- Assist patients with the patient portal sign-up when needed.
- Make follow-up appointments for patients.
- Cancel, call, and reschedule all no-show appointments and make patient reminder calls and update any changes.
- Close and post encounters and batches daily.
- Collect payments due at time of visit.
- Train in collecting height and weight and collection of vitals signs.

Knowledge, Skills and Abilities

- The candidate must be computer proficient and familiar with Microsoft applications and medical practice management systems.
- The successful candidate must have excellent communication and customer service skills.
- Experience with eClinicalWorks (ECW) preferred

Qualifications

- The successful PSS III candidate must have been a high school graduate and two years related experience or work in a clinic or hospital setting, or 2 years of experience in customer service.
- Bilingual (English/Spanish) ability is required.

Compensation and Benefits

IWS Family Health provides a competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental, life and vision insurance options, as well as a 403B option. This hourly pay for this role is between \$19 - \$21/hr., depending on experience.





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Organizational Overview

For over 100 years, IWS Family Health has provided healthcare services and support to children and families in the Chicagoland area. Our main location, IWS Family Health – Logan Square, offers full-service care for all ages, including pediatrics, adult health, prenatal care, dental, and more. Our new pediatric site, IWS Family Health – Dunning, is dedicated to care for children. Both locations are committed to providing high-quality, accessible healthcare for Chicago families. IWS Family Health is a Federally Qualified Health Center Look-Alike, a member of the Illinois Primary Healthcare Association (IPHCA) and the National Association of Community Health Centers (NACHC) and receives strong support from the community and local philanthropic leaders.

Please submit a cover letter and resume to HR at hr@iwsfamilyhealth.org 7/6/25

