

## **True Care Home Therapy Office Assistant Expectations - Memorandum of Agreement**

True Care Home Therapy is a small, woman-owned business headquartered in Morrisville, NC. We are professional, collaborative, fun, and patient-centric.

True Care contracted office assistant agrees to:

- Work as a 1099 independent contractor who has no entitlement to company benefits of any type.
- Answer company main phone line during business hours M-F. Return messages within the same day whenever possible and not more than 1 working day from when the call was received. Provide agreed upon duties at various times and days as needed. Be consistently flexible with both hours and tasks; work approximately 10 hours per week.
- Register new patients.
- Interact effectively with insurance providers to verify patient insurance benefits, submit required plan documentation, and enter preauthorizations if needed.
- Ensure appointments are entered into the system for all clinicians; prompt those who do not have appointments entered in any given week.
- Provide scheduling for clinicians who request it.
- Properly collect and document patient copays, deductibles and/or past due amounts.
- Demonstrate reliability by completing all agreed upon duties with integrity, accurately, thoroughly, and in a timely manner. Follow all established protocols.
- Use strong, compassionate interpersonal skills, effective verbal and written communication, and a friendly and upbeat demeanor. Provide excellent customer service.
- Provide a quality experience for patients, clinicians, insurance providers, and other contacts. Use only professional language in all interactions.
- Utilize superior organizational skills and take initiative on necessary tasks with reminders to Management and clinicians as needed.

Monitor Plan of Care expiration dates, keeping Management and clinicians notified.

- Adhere to HIPAA compliance standards consistently.
- Ask questions and offer suggestions for improvement.
- Problem-solve when necessary while keeping Management informed.
- Take responsibility for actions.

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Signature indicating agreement

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Date Signed