

## Medical Professional / DME Coordinator

**OrthoRx, Inc.** is a leader in providing management and administration of **orthotic and durable medical equipment (DME) programs** for orthopedic physician practices. **OrthoRx, Inc.** manages all aspects of the program for the physician-client, including but not limited to: inventory management, proper product fitting and adjustment, patient education, claim pre-certification and authorization, billing paperwork management, and collection services.

**OrthoRx, Inc.** is an equal employment opportunity employer. We offer a competitive salary and benefits package.

### Job Description:

**DME Coordinators** provide on-site management of the **OrthoRx Orthopedic DME program** for contracted clients. Under the direct supervision and orders of the physicians, provide proper fitting and education of **orthopedic durable medical equipment (DME)** for patients, gather necessary paperwork to facilitate billing on behalf of the practice and collect payments at the time of service as directed. Provide the highest level of customer service to patients, physicians, and all practice employees. Train other practice personnel on all aspects of the DME program to cover patient volumes and days off. Meet performance goals of both OrthoRx, Inc. and the client.

### Specific Duties Will Include:

- Provide education to patients on the application, use, care, and expected outcome for products as indicated by the physician instructions and manufacturer recommendations.
- Educate patient on insurance plans and provisions, financial responsibility, and collection of patient portion.
- Insure that all necessary documentation is obtained as it relates to payer requirements, standard operating procedures, and OrthoRx compliance program.
- Perform patient/customer scheduling, education, order processing, delivery, and courtesy call back.
- Actively promote and foster good relations interdepartmentally and with external case managers, payers, suppliers, physicians clinical and surgery center personnel.
- Track, maintain, and order assets for the location including inventory and equipment.
- Manage site profitability.
- Comply with all elements of HIPAA, Medicare, Medicaid, and other required programs.
- Develop and maintain site specific operational manual.
- Take call after normal business hours as needed.
- Minimal travel for training or short-term assignments.
- Local travel may be required for product delivery and pick-up.

### Specific Skills:

**OrthoRx, Inc.** is seeking an employee with a professional image, technical product and clinical competency, direct patient care, computer literacy including MS Office, an orientation

to detail and organization, excellent verbal and written communication skills, medical terminology and anatomy knowledge, general understanding of insurance and compliance, the ability to handle multiple priorities, exceptional customer service skills, ability to work independently, good judgment and decision making skills, ability to motivate, manage, and develop personnel.

**Qualifications:**

- BA/BS and two years related medical experience preferred.
- Licensed or NATABOC Certified Athletic Trainer, Certified Orthotic Fitter, Orthopedic Technician, Physical Therapy Tech, Medical Assistant, or comparable professional medical certification preferred.
- Experience with the application of **durable medical equipment (DME)** preferred.
- Valid driver's license and proof of auto insurance.

**To Apply:**

To be immediately and seriously considered for this exceptional opportunity, please submit your resume, references, cover letter with salary expectations in Word format, specifying your preferred location in the subject line to [careers@orthorx.net](mailto:careers@orthorx.net). Your response will be held in the strictest confidence.

For more information on OrthoRx, Inc., please visit our website at [www.orthorx.net](http://www.orthorx.net).