



Corporate Office:

PO Box 3506 • Zanesville, Ohio 43702-3506 • Phone 740-452-7685 • Fax 740-452-7655

Job Title: HME Customer Service Specialist

Location: Zanesville, Ohio

Reports to: Director of HME Operations/Store Manager

Status: Full-time

\$500 Retention Bonus Provided

Essential Job Responsibilities:

1. Comply with all applicable company policies and procedures.
2. Develop and maintain working knowledge of (I) current HME products and services offered and (II) all applicable governmental regulations.
3. Assists customers in meeting their specific DME needs (E.g. wheelchairs, scooters, walkers, seat lift mechanisms, traction equipment, beds, prosthetics/orthotics, home oxygen equipment, sleep therapy supplies, diabetic/wound care/lymphoma supplies, etc.) as determined by the healthcare provider.
4. Obtains and updates applicable data in appropriate information system(s); explains insurance eligibility and reimbursement criteria to patients and/or family members; determines patient benefits and eligibility criteria for products dispensed to ensure patient fully understands whether insurance coverage is available.
5. Provides routine instructions to educate patients and/or families on the proper use of products in order to facilitate safe and effective equipment use and desired care, treatment and service outcomes; may follow up to ensure equipment is working properly.
6. Prepares and maintains proper documentation for all activities in accordance with established procedures; records transactions; obtains necessary signatures from patients and providers in accordance with billing and compliance guidelines.
7. Participates in inventory control and ordering activities; assists in receiving and stocking inventory; sets up product displays and places products on shelves.
8. Receives and responds to customer complaints regarding delivery problems and/or product malfunctions; makes arrangements for product replacement or repair.
9. Introduces customers to additional products that enhance patient care and comfort.
10. Collects payment from customers for products that are not eligible for reimbursement.
11. Stocks and fronts pharmacy shelves, maintains pharmacy displays and assists pharmacy customers when not engaged in HME activities.
12. Other duties assigned by management.

Interested applicants should send their resume to hr@shroverspharmacy.com or apply online at <https://www.shroverspharmacy.com/Career-Opportunities/>