

90+ TASKS

A Cool Blue VA Can Do



MEDICAL VIRTUAL SCRIBE

- ✔ Participate in virtual consultations and telemedicine sessions with patients.
- ✔ Help in crafting referral letters, specialist consultations, and diagnostic reports.
- ✔ Remain informed about the latest medical terminology, regulations, and guidelines.
- ✔ Review, edit and ensure the accuracy of medical documents.
- ✔ Document patients' histories, symptoms, and physical exam results meticulously.
- ✔ Real-time transcription of healthcare professionals' assessments and recommendations.
- ✔ Input patient details and medical data into Electronic Health Records (EHR) systems.
- ✔ Code diagnoses and procedures precisely using ICD-10 and CPT codes.
- ✔ Engage in continuous education and training to improve medical knowledge and scribing expertise.
- ✔ Aid in facilitating effective communication between patients and healthcare providers.
- ✔ Support healthcare professionals by assisting in workload management and enhancing overall productivity.
- ✔ Uphold patient confidentiality, complying with HIPAA regulations at all times.
- ✔ Assist healthcare professionals in developing and revising patient care plans.
- ✔ Liaise with healthcare professionals to resolve any ambiguities or discrepancies in information.
- ✔ Collaborate with fellow medical scribes and healthcare team members to ensure comprehensive and accurate documentation.
- ✔ Transcribe recorded patient encounters for record-keeping and review.



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VIRTUAL INSURANCE AGENT

- ✔ Validate and confirm the accuracy of patient details
- ✔ Evaluate medical records and documents
- ✔ Maintain the currency of patient billing and Electronic Health Records (EHR)
- ✔ Update patient accounts with accurate billing information
- ✔ Manage unresolved claims and address billing issues
- ✔ Facilitate the resolution of patient billing grievances and conflicts
- ✔ Formulate and forward appeals for rejected or insufficiently paid claims
- ✔ Oversee and analyze accounts receivable and aging reports
- ✔ Manage receipts, record transactions, and reconcile accounts
- ✔ Generate and forward medical claims to insurance entities
- ✔ Manage and respond to billing and payment queries from insurers and patients
- ✔ Offer advice to healthcare professionals regarding appropriate documentation
- ✔ Manage the rejection of claims effectively
- ✔ Ensure the successful capture of charges
- ✔ Promptly dispatch rectified claims
- ✔ Obtain necessary medical records and invoices
- ✔ Conduct insurance verification, ensuring that patients' coverage details are accurate and up-to-date.
- ✔ Assess insurance eligibility and whether patients are qualified for specific medical services
- ✔ Process prior authorizations, facilitating the approval of medical treatments and procedures by insurance providers.
- ✔ Manage appeals on behalf of patients, addressing insurance claim denials to increase revenue.
- ✔ Submit medical records to relevant parties, ensuring that all required documentation is securely transmitted for claims and treatment purposes.
- ✔ Collect on outstanding and unpaid claims



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MEDICAL VIRTUAL RECEPTIONIST

- ✓ Gather copayments and fees for provided services
- ✓ Ensure appointment reminders are confirmed and sent to patients
- ✓ Authenticate insurance coverages and secure necessary authorizations
- ✓ Enroll new patients and confirm their insurance details
- ✓ Facilitate referrals to additional healthcare professionals or specialists
- ✓ Liaise with healthcare providers for effective patient appointment coordination
- ✓ Contribute to the management and organization of Electronic Health Records (EHR) systems
- ✓ Handle the sorting and dissemination of incoming and outgoing emails
- ✓ Oversee the scheduling and management of patient appointments
- ✓ Revise and upkeep patient's records regularly
- ✓ Prepare and manage the execution of patient forms
- ✓ Facilitate the patient check-out procedures
- ✓ Arrange subsequent patient appointments as necessary
- ✓ Address and manage queries related to patient billing
- ✓ Administer patient information in accordance with privacy standards
- ✓ Welcome and assist patients and visitors, virtually or telephonically
- ✓ Respond to phone inquiries and engage with patients effectively
- ✓ Support the execution and setup of telemedicine sessions
- ✓ Collaborate with diagnostic and laboratory centers to obtain test outcomes
- ✓ Deliver exceptional customer service and resolve patient grievances
- ✓ Prioritize and manage incoming calls and messages based on urgency
- ✓ Facilitate inquiries related to medication and prescription refills
- ✓ Ensure coordinated collaboration with medical teams for streamlined patient experiences
- ✓ Engage in initiatives aimed at enhancing quality improvement
- ✓ Organize and manage electronic medical documentation and charts
- ✓ Reach out to patients to confirm upcoming appointments
- ✓ Direct calls efficiently to the relevant departments
- ✓ Coordinate the deployment of healthcare personnel for home-based care
- ✓ Manage the distribution of medical records, requests, and faxes efficiently
- ✓ Notify providers promptly in case of urgent matters
- ✓ Assist patients in downloading necessary images
- ✓ Conduct post-operative follow-up calls with patients



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MEDICAL VIRTUAL ASSISTANT

- ✔ Oversee and organize healthcare providers' schedules and arrange appointments.
- ✔ Engage in continuous learning and training to keep abreast of industry advancements and best practices.
- ✔ Assist in the administration of patient portals and online communication platforms.
- ✔ Execute various administrative duties as delegated by the office supervisor.
- ✔ Organize and coordinate referral processes, authorizations, and requests for medical records.
- ✔ Contribute to medical billing and coding responsibilities.
- ✔ Arrange and manage telemedicine sessions and virtual consultations.
- ✔ Collaborate with medical administrative personnel to ensure seamless operational flow.
- ✔ Manage incoming communication including calls, emails, and messages from patients.
- ✔ Update and manage patient information in Electronic Health Records (EHR) systems.
- ✔ Facilitate medical billing and coding operations.
- ✔ Prepare, dispatch appointment reminders, follow-up communications, and other necessary messages.
- ✔ Organize, update, and maintain healthcare providers' professional documentation, certifications, and licenses.
- ✔ Oversee office inventory, ensuring adequate supplies and functioning medical equipment.
- ✔ Perform medication reconciliation tasks as required.
- ✔ Transmit and receive medical records as necessary.
- ✔ Verify patient order completion prior to scheduled appointments.
- ✔ Administer schedules for doctors, ensuring effective time management.
- ✔ Manage the distribution of Durable Medical Equipment (DME) and necessary supplies.
- ✔ Contact providers' offices to coordinate possible patient appointments for remote patient monitoring (RPM).
- ✔ Oversee communication processes for personal injury law firms, ensuring effective and accurate information exchange.



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