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# Example of Billing Rep Job Description

Our company is looking to fill the role of billing rep. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for billing rep

* Perform due diligence to contact patient by phone and/or sending a letter
* Resolves patient account issues through rebilling, setting payment arrangements, obtaining payment, updating insurance, researching payments, and correction of patient information
* Partners with other revenue management areas and facilities to achieve resolution
* Researches and resolves issues to meet customer needs
* Demonstrates good judgment in allotting proper time to any telephone contact, while maintaining a professional attitude
* Completes each transaction to resolution
* Handles stressful situations with professionalism and tact
* Uses a professional attitude and a high degree of customer service when dealing with customers, including patients, physician offices, payers, and other hospital departments
* Communicate and assist patient’s with Financial Assistance Program
* Work closely with HIM departments on processing Release of Information requests

## Qualifications for billing rep

* High School diploma with 3 years’ experience in physicians or hospital
* Minimum of two years billing experience required
* Able to interact with physicians, patients and co-workers in a professional and helpful manner
* Use of an adding machine
* Experience in understanding and usage of computers the ability to learn applications relavant to the position, required
* Experience includes heavy phone usage positions (call center, receptionist, operator, telemarketing, soft collections, front desk, ) required