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# Example of Financial Representative Job Description

Our company is hiring for a financial representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for financial representative

* May use various sources to obtain and verify insurance benefits and eligibility
* Notify patients who receive elective services about balances due for them
* Assists all telephone and walk-in patients with billing concerns
* Monitors accounts with a long length of stay or large self-pay liabilities
* Refers low-income patients seeking to apply for financial assistance
* Serves as a resource to patient registration staff in resolving problems
* Documents all necessary information in the hospital computer system
* Covers for cashier during lunches and breaks
* Offers alternatives and assists with application process for Medicaid, Health Michigan, Financial Assistance and Market Place exchange plans
* Works with third party vendors on complex cases as directed by department policy

## Qualifications for financial representative

* Will handle escalated calls and need to be able to build rapport quickly
* Utilized dual monitors to toggle multiple applications
* Advises patients on expenses associated with admission
* Secures payments or payment arrangements on self-pay accounts
* Discusses third party coverage with patient and arranges disposition of out of pocket balances due
* Informs patients of payment requirements as soon as possible for inpatient preferably prior to discharge