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# Example of Patient Access Representative Job Description

Our growing company is hiring for a patient access representative. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for patient access representative

* Monitors staff productivity and provide constructive feedback to staff with management guidance
* Train and in-service new and continuing employees on a continuing basis
* Obtain insurance eligibility verification for all patients
* Provide routine and complex financial counseling to patients, researches routine and complex billing issues
* Work collaboratively with the back office teams to ensure an exceptional patient experience
* This position may require working in various areas throughout the patient access department
* This position may require that you work in the hospital and / or off site areas
* The Patient Access Representative serves as the first point of contact for visitors who enter the facilities and is responsible for all aspects of customer service for Patient Access/Patient Accounts areas in a manner that ensures a customer focused, quality conscious work climate
* Primary functions include, focusing on interpersonal skills, data collection, and the ability to assess situations and to assist the team in developing solutions to achieve excellence in customer service while ensuring the financial viability of the hospital
* Collecting and verifying patient and insurance demographics, securing pre-certifications and/or pre-notifications for patient services, collection of co-pay and deposits prior to services and providing financial assistance to patient

## Qualifications for patient access representative

* Ensures that all patients are received in a timely manner
* Collects patient information including, demographic, insurance, emergency contact and physician information
* Verifies patient’s co-payments and deductible responsibilities and ensures collection
* Coordinates timely bed placement for all inpatient, transfers and outpatient bed requests
* Assigns beds / unit according to the medical needs of the patient, census count and type of accommodations available
* Demonstrated ability to perform simple math calculations