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# Example of Patient Access Representative Job Description

Our company is growing rapidly and is looking to fill the role of patient access representative. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for patient access representative

* Cross trains in other areas of Patient Access and is able to provide adequate coverage based on department needs
* Resolves Physicians office and Patient issues
* Obtains demographic and financial information
* During the pre-service visit, obtains signatures, demographic information, emergency contact information and other pertinent information not previously obtained
* Assess patients financial resources, including identification of possible eligibility for public benefits, those in need of financial assistance or those capable of making payment at time of service
* Responsible for scanning patients insurance card and identification at time of service
* Responsible for identification of co pay and deductibles, communicating patient financial responsibility at point of service and collection of such patient responsibility at point of service
* Communicates to Physician Office to obtain accurate and complete orders for services at St James Healthcare
* Coordinates self pay patient flow to appropriate Patient Access or HCFS staff
* Will screen for and process non-covered service and waiver of liability (ABN) through automated screening at time of service

## Qualifications for patient access representative

* Medical office Experience a must, Medical Billing and Coding experience a plus
* Front office staff is responsible for greeting and registering patients and visitors
* Capture demographic information from the patient, registration, preregistration and general customer service
* Confirm accurate insurance information and confirms benefits eligibility
* The scheduler or access coordinator is responsible for maximizing the schedule for the practice or healthcare system while simultaneously satisfying as many patients as possible by honoring requests for timely
* Schedulers rely on electronic systems for scheduling, which can be complex and require computer skills