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# Example of Patient Access Specialist Job Description

Our innovative and growing company is looking to fill the role of patient access specialist. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for patient access specialist

* Responsible for monitoring and reviewing all ordered outpatient diagnostic scripts from physicians to ensure appropriate billing and coding occurs and entering accurate applicable data
* Performs cashier functions
* Explains Advanced Directives and consent information and obtains signatures, with witnesses when required by hospital policy, with no validated errors
* Other customer service duties may be assigned such as escorting patients to appropriate area or any other clerical tasks as needed
* Registration Management
* Initiate electronic and/or telephone inquiries to employers, payers, and claim Administrators
* Analyze available documentation and use software or hospital resources to calculate and explain the expected charges for services being provided, the amount expected from the payer, and the amount owed by the patient or responsible party
* Explain hospital credit and collection policies, payment options and financial assistance to the patient or responsible party and negotiates acceptable resolution of expected self-pay balance
* Review and analyze records of active patients to identify and resolve situations where future care is different than originally identified, including reverification of insurance coverage, recertification of payer requirements, and recalculation of patient liabilities
* Work in conjunction with Case Management department

## Qualifications for patient access specialist

* Work all denials for resolution and identifies and communicates trends to prevent denials in the future
* Work and monitor all WQs
* Field calls from the team
* Route paperwork
* Register patients
* Perform concierge services