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# Example of Patient Access Specialist Job Description

Our growing company is searching for experienced candidates for the position of patient access specialist. 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 specialist

* Maintains a productive, collegial level of communication and collaboration with the staff of referring practices, patients and clinical departments to assist in the execution of daily workload tasks and the overall mission of the Physician Organization
* Represents the Practice Manager when unavailable
* Participates in pilot programs as they are developed
* Under direction, delegates follow-up activities to fellow staff
* Verifies patient insurance eligibility and obtains necessary pre-authorization numbers, if required, prior to appointment date
* Monitors referrals to facilitate patient appointments for urgent care cases
* Reviews electronic appointment requests and schedules or assigns to staff for resolution
* Monitors quality of customer service and accuracy of information provided by staff by listening to live and recorded calls
* Attends off-site outreach events on behalf of the department as needed, in order to promote the department’s services to potential new customers
* Initiating patient scheduling

## Qualifications for patient access specialist

* Associate’s Degree or higher in Health Sciences, Managed Healthcare, Public Policy, Social Work, or other related disciplines
* 2+ years of healthcare or healthcare reimbursement experience and possess a high level of proficiency in all aspects of reimbursement and access
* Two (2) years retail/inpatient pharmacy technician experience preferred
* Must be very articulate and posses a professional demeanor and appearance
* Manage day to day activities of health care provider support requests and deliverables across multiple communication channels Phone, Fax, Chat, eMail
* Associates or Bachelor’s Degree in health sciences, managed healthcare, public policy, social work or related disciplines strongly preferred