Downloaded from <https://www.velvetjobs.com/job-descriptions/patient-account-rep>

# Example of Patient Account Rep Job Description

Our company is hiring for a patient account rep. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for patient account rep

* Report any problems outside the normal work flow to supervisor
* Processes emails in a timely manner and completes necessary actions
* Proficient in ten-key entry required
* Billing & Accounting.Assist leadership in overseeing the daily billing and accounting operations of the department, acting as a supervisor in his/her absence
* Leadership.Under the direction of leadership, train new and existing personnel in billing/registration functions
* Reviews Explanation of Benefits (EOBs)/ Electronic Remittance Advice (ERAs), payments, adjustments, insurance contracts and contracting system, insurance benefits, and all account comments
* Posts and tracks electronic funds transfer (EFT) information and validates EFTs for accuracy
* Follows write-off approval protocols for non-routine adjustments
* Completes daily posting log and quarterly cash handling audits and reports findings to Supervisor/Manager
* The Lead Patient Account Representative position is focused on interpersonal skills with internal and external customers, , leadership and Patient Account Representatives within Client Services

## Qualifications for patient account rep

* 1-2 years healthcare billing or collections experience required with a High School Diploma
* Less experience required with a Healthcare Certificate or 2 or 4 year Degree
* Medicare DDE (Direct Data Entry) Experience
* Current immunization documentation required
* Minimum 3 years’ experience and understanding of Commercial insurance hospital collections processes required
* Minimum 3 years’ experience and understanding of Self-Pay/Customer Service hospital collections processes required