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# Example of Patient Account Rep Job Description

Our company is hiring for a patient account rep. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for patient account rep

* This role supports the mission and values of CHNw by maintaining positive and productive patient/customer interactions and relationships both internally and externally
* Contact payors, networks, patients, employers and other responsible parties to acquire timely and
* Must be able to answer all billing questions including balance on accounts, how claims paid, patient responsibility
* Participating in meetings/various committees
* Making suggestions on workflow improvements
* Notifies manager/supervisor of any customer service issues
* Contact payors, networks, patients, employers and other responsible parties to acquire timely and accurate/expected payment on assigned Accounts Receivable inventory
* Accounts should be worked daily, with an emphasis on quality and resolution
* Worklists should be stratified to ensure high dollar and/or aged accounts are the top priority, with the overall goal of resolving assigned inventory each week
* Must have working knowledge of Medi-cal including other complex payment methodologies to ensure prompt and accurate reimbursement

## Qualifications for patient account rep

* One year of medical billing experience required
* Prefer knowledge of Medicare, Medicaid and third party payer guidelines
* Prefer knowledge of home medical equipment and health care
* 3-years prior physician billing experience, preferred
* Knowledge of general billing and compliance regulations, preferred
* Must be able to maintain confidentiality/discretion