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# Example of Patient Account Rep Job Description

Our innovative and growing company is looking for a patient account rep. 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 account rep

* Will works with all payors and internal resources to identify and resolve issues that hinder account payment
* Will have working knowledge and understanding of Commercial managed care contracts including other complex payment methodologies to ensure prompt and accurate reimbursement
* Analyzes billing errors to aid in claim resolution process improvement
* Primarily focused on reimbursement for Medicaid, Managed Care, A/R, MDwise and other payers
* Availity Management per assignment
* The Patient Account Representative – Hospital Billing is responsible for managing all aspects of accounts receivables for assigned billing service clients to assure maximum reimbursement is being received
* Be on the dialer 8-9 hours of the day with productivity goal of 85% of contacts and activity codes combined
* Meet collection goals
* Correctly set up promise to pay and hospital contracts
* Process payments via Express bill

## Qualifications for patient account rep

* Ability to communicate and relate well with office staff, ancillary departments and the public
* Ability to follow direction, accept orders and perform repetitive tasks
* Computer literate – skilled in word processing, spreadsheets, and email
* 0 to 1 year of related experience in bookkeeping, hospital patient accounting or banking preferred
* Basic Keyboard, mouse and computer skills required with basic word processing skills
* Experience with Blue Cross Blue Shield, Medicare, Medicaid and other insurance coverages desirable