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

# Example of Patient Account Representative Job Description

Our innovative and growing company is searching for experienced candidates for the position of patient account representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for patient account representative

* Identifies coding or billing problems from EOBs and works to correct the errors in a timely manner
* Updates the account database to identify actions that have been taken on the account
* Work with clinic and clinic managers to resolve outstanding insurance balances
* Generates and monitors all work lists specific to the collections role
* Ensures timely receipt of claim payments and minimization of unexpected bad debt
* Monitoring of assigned work lists and working with appropriate clinical regional
* Performs account receivable collection duties as assigned by billing supervisor
* Responsible for transferring balances to correct payer, and initiates re-bill of unpaid claims
* Contacts the patient's and/or third party payer organization(s) to secure insurance benefits and information
* Secures all self-pay deposits and payment while patients are in the facility

## Qualifications for patient account representative

* Must be able to communicate effectively and professionally with strong attention to details and problem solving both verbally and written
* Ability to prioritize and multi task and to work in a fast paced environment with a positive attitude
* Knowledge of MS4, Midas, Emdeon would be preferred, but not required
* Monitors and reviews all new accounts and follow-up documents to determine the nature and extent of the information received from and the Intake Department
* Notifies the Business Office Manager of any delinquent information
* Contacts all payers to ensure clarification of insurance benefits and any monies due up front