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# Example of Patient Account Representative Job Description

Our company is looking for a patient account representative. 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 representative

* Review and manages underpayment reports
* Appeals on denied claims as deemed necessary and appropriate
* Manages daily/weekly/monthly reports
* Knowledgeable of hospital and services offered
* Works main cash box efficiently and effectively
* Receipts and post payments accurately
* Reviews, corrects and approves all primary and secondary billing, submits hard copy or electronic claims to appropriate payors
* Responds to all requests for information and telephone inquiries from patient, insurance carrier, physician office and outside agencies in a courteous manner
* Responds to all requests for information and telephone inquiries from patient, insurance carrier, hospital business office and outside agencies in a courteous manner
* Evaluate account information received from the client to determine next step to resolve account and take the action necessary

## Qualifications for patient account representative

* Ensures HIPAA compliance in all business practices
* Third-party Eligibility experience is preferred
* Two to three years related experience in healthcare strongly preferred
* Work requires knowledge of health care billing and collection processes including federal and state collection laws, collection practices and techniques at a level generally acquired through min
* Minimum of 3 years experience in a patient accounting or medical insurance environment preferred
* A minimum of one year of customer service experience and knowledge of current insurance processes and terminology is preferred but not required