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# Example of Patient Account Specialist Job Description

Our company is hiring for a patient account specialist. 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 specialist

* Resolves patient and customer billing issues, complaints and concerns by correctly answering questions
* Researches and reviews patient accounts to determine accurate account information and updates the billing system with accurate account information
* Documents and categorizes customer issues for further analysis
* Recommends and processes customized payment plans according to established department guidelines
* Performs and assists with other department duties as needed
* Specific skills required as a Patient Services Resolution Representative must include the ability to process incoming and outbound calls with an emphasis on outbound calls, correspondence, attorney requests, email, voicemails, returned mail, self pay adjustments, charity adjustments and processing of payments
* Works in collaboration with insurance payers and other revenue cycle departments to ensure proper reimbursement on patient accounts
* Works follow up reports daily, maintaining established goal(s), and notifies Supervisor or Manager of all issues preventing timely reimbursement
* Monitors specific assigned reports and assists team members regularly when advised by supervisor, providing feedback, ensuring both goals and job requirements are met as assigned by Supervisor and/or Manager
* Performs and processes accurate billing and/or collection procedures to meet the needs of the department in order to ensure timely and accurate reimbursement is achieved on all outstanding assigned account receivable accounts

## Qualifications for patient account specialist

* Minimum of six (6) months billing, collections or accounts receivables required
* Six (6) months in a call center environment preferred
* Experience in the retail pharmacy and/or healthcare industries preferred
* Previous experience preferred billing third party payers or working with providers to process claims
* Must be able to follow written/oral instructions
* High school diploma with a minimum of five years experience performing collection functions, preferably in a healthcare or patient care environment