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# Example of Patient Account Specialist Job Description

Our company is searching for experienced candidates for the position of patient account specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for patient account specialist

* Review accounts for special discounts (physician/employee/volunteer/reciprocal) and enter in system notes
* Ensure that all billed invoices are adjudicated by insurance payor
* Maintain assigned A.R
* Answer all incoming telephone requests and correspondence accurately and timely
* All inquiries from ancillary department staff, co-workers and supervisors are handled courteously and timely
* Reviews account aging on a monthly basis and reports inconsistencies
* Assist with compiling information for monthly management reports
* Assist Supervisor with the interview process of potential employees
* Reviews account agings and reports inconsistencies, correcting errors as appropriate
* Contacts patients regarding delinquent accounts and calculates and documents mutually acceptable payment schedules

## Qualifications for patient account specialist

* Order to correctly accomplish required billing and follow-up procedures
* Strong personal computer literacy required including working knowledge of relevant software packages such as Microsoft Office, Access, and Word
* Keeps self-up to date on any up and coming Medicare changes or updates by dialing into monthly/ quarterly ask the contractor and other Medicare forums information on changes available on the Medicare website (Medicare Billing Specialist only)
* Contact patients for pre-regsitration for surgery and complete workques
* Knowledge of medical insurance and its terminology is helpful
* General knowledge of basic ICD-10 and CPT coding is helpful