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# Example of Patient Accounts Rep Job Description

Our company is growing rapidly and is looking for a patient accounts rep. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for patient accounts rep

* Run audit journals and balance each batch to deposit or check total, electronic manual postings and deposits
* Copy EOB’s for refunds and/or priority alerts to follow-up as needed (massive denials, payer paid or approved 100% of charge amount)
* This customer service position is for answering phones from patients, insurance companies
* Sends itemized patient account statements per attorney request or in response to subpoena in a professional and diligent manner
* Advises patient or guarantor of third party payer benefits and estimated private payer amount and collects partial payments prior to admission in a manner that promotes the provision of high quality health care services by the department
* Reviews patient papers and documentation for reported information accuracy, and researches errors on patient accounts, billing and insurance problems, and lost payments in order to ensure accurate record maintenance and prudent departmental operation
* Makes written and verbal inquiries to third party payers, reconciles patient accounts, and makes payment arrangements in an effort to ensure that patients are free from financial burden and that patient interests are appropriately represented
* Coordinates and originates payroll deduction actions for hospital employees in accordance with established policies and procedures, and oversees collection letter mail-outs for delinquent unpaid patient accounts in a prudent and efficient manner
* Works with external agencies and companies to provide patients with prompt reimbursement for hospital services
* Identifies areas where consistent payment delays, claim denials, or reduced payment are occurring and works with physicians and administrators to resolve associated deficiencies

## Qualifications for patient accounts rep

* Three (3) or more years of experience with claim edits/denials, working with EOBs, knowledge of CPT4/ICD9 coding
* Strong computer skills, writing skills, analytical skills
* Ability to prioritize and organization tasks assigned
* Reviews explanation of benefit and correspondence received from third party payers
* CPC Coding Certification required
* Minimum two (2) years businesses experience, preferably in the health care field, required