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# Example of Patient Accounts Representative Job Description

Our company is growing rapidly and is looking to fill the role of patient accounts 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 accounts representative

* Process correspondence while adhering to the correspondence matrix
* Ensure the correspondence is coded with the appropriate note code
* Provide a detailed note pertaining to the type of correspondence received and the action taken
* Identifies and refers more complex correspondence to the appropriate Rep for further processing
* Update accounts with any insurance information received
* Follows hospital policy and departmental procedure by securing specific payment agreement for account balances upon receipt of all third party payments
* Obtains completed credit application, verification of income and expenses for extended credit terms
* Receives, reviews and processes incoming mail on a daily basis in accordance to departmental procedures
* Upon personal patient contact or receipt of patient/guarantor credit application
* Initiates and answers telephone calls related to patient accounts and provides accurate information and explanation of the Medical Center’s credit policy and financial requirement

## Qualifications for patient accounts representative

* Demonstrate strong verbal communication skills
* Works with all providers via-email and phone calls providing them with demographic information
* Works with Supervisor to transfer Allscripts AR to bad debt Collection Agency as needed
* The employee must have have a clear understanding of the entire appeals process from start to finish and also be able to work effectively with the OB/GYN Billing Operations Supervisor and the OB/GYN Coding representative document in EPIC all activity on the patient invoice
* Must have min of 2 years experience in medical office billing
* Must have experience working with appeals, denials, and follow-up