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# Example of Patient Accounts Representative Job Description

Our company is growing rapidly and is hiring for a patient accounts representative. 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 representative

* Responsible for routing complex claim denial to team lead and/or the appropriate medical billing team
* Responsible for identifying issues which can be resolved by programing software to prevent denials
* Responsible for becoming a subject matter expert on the payor policies
* Responsible for communicating and resolving problems with the provider representatives
* Responsible for simple level coding, including diagnosis review, modifier applications, some CPT cod changes following process documents and payor policies
* Be responsible for answering inbound patient calls in a call center environment
* Answer patient emails in Electronic Medical Record system
* Making outbound collection calls to patients to obtain information needed to collect payment
* Straightforward coding
* Provide price estimates for patients

## Qualifications for patient accounts representative

* Accountable for meeting productivity standards, call quality, attendance, and adherence to work schedule results
* Prior experience in a clinical medical office preferred
* Experience with ClinStar, required
* Skills in establishing and maintaining effective working relationships with colleagues
* Requires a bachelor's degree or equivalent in education and experience
* Experience as an edit and/or claims specialist, or equivalent role providing data analysis and decision support, preferred