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# Example of Patient Services Representative Job Description

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

* Provides cross coverage for New Patient voice mailbox when needed
* Ability to provide additional clerical support to community initiative committee when needed
* Recent visits, follow up inquiries, and medical records
* Work with other areas within MinuteClinic to obtain the necessary information to resolve patient concerns
* May initiate electronic inquiries to payers and obtains eligibility and benefit information, creates patient payment estimates, explains information to patient and collects patient out of pocket expenses at registration
* Provides follow-up to unresolved patient questions or needs to ensure the appropriate continuity of care

## Qualifications for patient services representative

* Knowledge of basic arithmetic to make calculations and balance and reconcile figures
* Skill in providing superior customer service to patients, physicians, co-workers, and the public, maintaining a pleasant atmosphere while interacting with others
* Additional technical training for medical office procedures
* Six months to one year experience in a customer service environment
* 1+ years of customer service or healthcare-related customer service experience
* Experience with electronic medical records and data entry