Downloaded from <https://www.velvetjobs.com/job-descriptions/registration-representative>

# Example of Registration Representative Job Description

Our innovative and growing company is looking for a registration representative. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for registration representative

* Issues a new medical record number when appropriate and coordinates the resolution of duplicate medical record numbers
* Verifies patient insurance coverage with Third Party Payers and determines eligibility by utilizing appropriate technology
* Provides constructive ideas, suggestions and feedback in a positive manner
* Checking for physician orders and attaching them to patient medical records to ensure that patients are receiving appropriate tests
* Choosing correct health plans and accurately researching to ensure accuracy when verifying insurance
* Acts as first interaction for LifeWay customers
* Answers customer inquiries via phone, chat, email, fax and postal mail
* Assists with refunds, cancellations, customer inquiries, and transfers for camps, events, and subscriptions
* Prepares and sends letters for event related matters
* Applies payments to bill-me-later orders

## Qualifications for registration representative

* Detail-oriented with the ability to enter information accurately on paper and into the system
* Minimum of two years of patient registration is required
* Ensures that all orders processed and payments are accounted for daily
* Minimum one (1) year customer service and/or hospitality industry experience - Required
* Written and verbal communication (articulate and effective communication, including pleasant voice tone)
* Knowledge of admissions procedures, government bylaws, managed care and associates insurance preferred