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# Example of Senior Account Representative Job Description

Our company is growing rapidly and is hiring for a senior account representative. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for senior account representative

* Meets productivity and accuracy standards as established by management
* Identify root cause issues and demonstrate the ability to recommend corrective action steps to eliminate future occurrences of denials
* Utilize analytics skills to understand performance data and trends to then make forward thinking suggestions through analyzing trends
* Develops and maintains relationships with underwriters and other service providers
* Promptly and accurately responds to client requests
* Daily input of hospital charges for surgical cases
* Responds effectively and timely to both external and internal customers in regards to e-mails and phone calls
* Obtain verification and/or prior and reauthorization from respective payer to capture accurate reimbursement verification and assess patient financial responsibility
* Document special delivery and financial arrangements under the comment section on the delivery ticket to assist respiratory/technician staff with equipment delivery informing customers of their financial obligation
* Investigate and solve customer/payer inquiries on medical/respiratory claims to expedite reimbursement within industry norm timeframe

## Qualifications for senior account representative

* Three to five year’s medical group practice or hospital billing experience
* Must possess excellent customer service and communication skills along with good math skills, ability to read, understand and follow verbal or written instructions
* Ability to sort and file correctly by alphabetic or numeric systems, 10-key by touch, Type 30-35 wpm
* Possess computer skills (Mainframe, Windows, Internet Explorer, Microsoft Outlook, Microsoft Word and Microsoft Excel)
* Must demonstrate proficiency in usage of all IDX modules pertaining to the revenue cycle registration, billing and collection procedures and Allscripts
* Must demonstrate a well rounded knowledge of ICD-9 and CPT coding, CPC