



Example of Business Representative Job Description

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Our innovative and growing company is searching for experienced candidates for the position of business 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 business representative

- Answers and routes all calls to appropriate department
- Greets and communicates with patients via phone or in person in a courteous and professional manner identifying themselves and their department
- Accurately registers patients ensuring that the information required is obtained confirming identity, address, phone numbers, PCP, insurance, co-pay and other pertinent information in order to complete patient registration
- Refers patient to their insurance company for any specific benefit questions
- Accurately requests, links and confirms referrals as required
- Follows organizational and departmental protocols for communication with patients and providers
- Generates clear, concise, complete and professional messages in the patient's medical record
- Accurately cashes-out and balances monies at the end of day
- Performs a variety of related clerical tasks such as retrieving previous files, filing, managing incoming and outgoing faxes, obtaining medical records from hospitals, preparation of outgoing mailings and scheduling of external tests or appointments as appropriate
- Informs and updates Manager/Supervisor on departmental issues or concerns and offers suggestions to improve workflows and efficiency

Qualifications for business representative

- Outgoing personality that's comfortable with making and holding conversation
- Hard-working and efficient
- Minimum of at least two (2) years' experience in Business Office, Medical Insurance Billing or Scheduling Systems
- ICD-9 coding, RVS coding and CPT coding
- Medical terminology certificate due within the first 90 days of hire