



Example of Customer Services Representative Job Description

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Our company is searching for experienced candidates for the position of customer services representative. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for customer services representative

- All checks received are sent to Cash Posting for batching and posting
- All interoffice envelopes are distributed to the appropriate personnel
- All mail is sorted and put into identified personnel slots for pick up
- Responsible for processing and entering corrected addresses into the patient accounting system
- Corrected addresses are keyed to patient's account
- System noted for addresses not found
- Responsible for handling attorney requests
- With signed patient release form, faxes or mails itemized statements & UB04's
- Obtain notarized copies if necessary
- Forward medical record requests to Health Information Management Dept

Qualifications for customer services representative

- Responsible for adding insurance to patient accounts
- On line eligibility verification of new insurance
- New information entered into Cerner
- Completion of a MSPQ (Medicare Secondary Payer Questionnaire) for Medicare patients
- Enter collection action code (IU) to notify biller of new insurance or Work

