



Example of Patient Account Rep Job Description

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Our innovative and growing company is looking for a patient account rep. 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 patient account rep

- Performs insurance and co-pay follow up
- This role will be responsible for assessing all payer specific regulations and procedures and will provide written summaries of findings and recommendations
- This position is customer focused with emphasis on accounts receivable management
- Process Home Medical Equipment referrals, provide customer service assistance and assist with other referral related duties
- The incumbent is a liaison between Community Home Health Services, physicians, clinics, hospital personnel, third party payers, and other community agencies
- This incumbent serves as a resource to external and internal customers
- Majority of time will be spent fielding calls and scheduling patients in a call center setting
- As the first point of contact (by phone) for the practice, greets patients in a professional and friendly manner, gathering information, scheduling new and existing patients with the appropriate physician, answering questions, and guiding and providing appropriate direction
- Develops, maintains and conducts a comprehensive training program for new departmental Associates in areas such as policies, procedures, workflow and computer system operation
- Responsible for the management and collection of revenue from patients'

Qualifications for patient account rep

- Minimum of two years of documented outside sales success in a competitive, sophisticated environment (complex capital or tangible products including medical/surgical, copiers, payroll solutions, information systems)
- Ability to travel domestically and within region often involving overnight stays and stays up to one week in duration
- Bachelor's Degree required (GPA of 3.0 or higher preferred)
- Minimum of two years of documented outside sales success in a competitive, sophisticated environment, preferably tangible products
- Typing 45 WPM, data entry
- Typing, data entry, 10-key PC skills required