Example of Patient Accounts Representative Job Description

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Our company is hiring for a patient accounts 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 patient accounts representative

- Responsible for contacting insurance companies concerning unpaid medical claims via telephone and website
- Expedites and maximizes payment of insurance medical claims by contacting third party payers and patients
- Contacts insurance companies concerning unpaid accounts receivables
- Investigates and appeals unpaid or partially paid accounts
- Identifies patients accurately and assigns the patient a unique identification number
- Secures patient accounts in order to maximize reimbursements in a customer service oriented fashion
- Maximizes the efficiency and accuracy of the collection process by up- front collection and maintaining bill hold reports
- Provides documentation in the patient's charts of general consent, information release, advanced care directives, and other requirements
- Resolves any unusual denials, low payments, or requests for information, including appeals
- Drafts letters to the insurance company's Medical Review Board to expedite payment

Qualifications for patient accounts representative

- May provide guidance and technical work direction to less experienced Patient Account Representatives
- Follows up on outstanding accounts and makes proper notations in IDX system
- Contacts insurance companies concerning unpaid medical claims via telephone and website
- Resolves all denials, low payments, or requests for information, including appeals