



Example of Patient Accounts Representative Job Description

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Our company is looking to fill the role of patient accounts representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for patient accounts representative

- Enters into the computer all pertinent data and financial transactions to maintain an up to date record of the patient's account
- Adds, updates and revises patient demographic and financial information maintaining current and accurate account information
- Reviews and processes insurance explanation of benefits statements for accuracy
- Turns to supervisor for unusual circumstances that may include recoups, adjustments, fee schedules, rejections
- Responsible for researching, identifying errors, and correcting claims denied by insurance companies
- Must be able to assess claim to determine when appropriate to make charge adjustments, void a charge, or escalate to the team lead and/or another medical billing team
- Responsible for following up with insurance companies for no response claims
- Responsible for working with patient calls escalated from the Customer Service team regarding involving billing code issues
- Research refund request from payor organizations
- Responsible for preliminary audit of billing code errors before claim submitted to the Coding team

Qualifications for patient accounts representative

- Ability to manage and resolve customer inquiries
- Ability to resolve problems by clarifying desired information, researching, locating, and providing correct information
- Must be able to adapt to a quickly changing work environment
- Ability to display a positive team player attitude