



Example of Patient Representative Job Description

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Our innovative and growing company is looking to fill the role of patient 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 patient representative

- Evaluate patient information against eligibility criteria of each payer program and determine eligibility
- Other project duties as need arise
- Provides administrative support and coordination for all aspects of patient care for patients, primarily focused on supporting incoming telephone calls
- Triage issues and answers general questions, with the goal of resolving requests in real time
- Performs other administrative duties and tasks as requested by Manager/Supervisor
- Able to quickly comprehend and implement new concepts or modifications to processes
- Minimum of two years college in Social and Behavioral Science or Public Relations field preferred
- Data enter all clean claims from receipt of the billing information
- Sorts all interoffice mail and works return mail
- Clinical responsibilities such as taking vital signs, collecting lab specimens, performing EKG's, and administering IM injections

Qualifications for patient representative

- Ensures all pertinent information is forwarded to Home Office in correct folders
- This is a PRN position, and will work on an as needed basis

- Broad based knowledge of health care systems, regulatory policies, risk mitigation, and understanding of human behavior a plus
- Ability to solve problems posed by callers seeking referrals, appointments, billing issues
- Preferred Bilingual Speaking