



# Example of Patient Service Rep Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of patient service rep. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for patient service rep

- Perform scheduling functions according to dept
- Accurately identify, verify, and input patient insurance information and comments into clinic practice management system at all points of patient contact including card scanning
- Explains accounts to patients
- Performs all follow-up that is required (copying of i.d
- One year of patient account experience preferred
- Must be able to type 45-50 wpm, use various office equipment such as CRT, phones, copier, fax machine and printer
- Understanding of UB92's and importance of hospital billing/collections process preferred
- Faxing, photocopying, scanning, filing and mailings
- Greeting visitors, patients, and families in a friendly professional manner and directs them appropriately
- Maintaining an efficient patient flow through the registration process and provides excellent customer service to patients/families

## Qualifications for patient service rep

- Preferred bilingual in Spanish or Polish
- Knowledge of payer requirements (co-pays, referrals)
- Typing speed of 25 wpm preferred with good accuracy

- 1 year experience in a customer service position Healthcare experience preferred
- The PSR must have excellent interpersonal skills, customer orientation and an outgoing and pleasant demeanor