



Example of Patient Service Rep Job Description

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Our innovative and growing company 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

- Maintains positive and open communications regarding problem resolution with patients, peers and other departments
- Other projects and task as needed
- Primary responsibilities include obtaining referrals
- Patient check in and out
- Processing patient paperwork
- Updating and maintaining patient demographic information
- Process patient pre authorizations with certain insurances to get medications approved
- Working within the scanning system with fax batches and tasks the paperwork to the appropriate team member within the system
- Process End Of Day procedures
- Interviews in-house patients and determines eligibility for Medicaid programs

Qualifications for patient service rep

- Experience with EHR, Practice Management System and Departmental/Ancillary Systems preferred
- High School Graduate or GED required
- Notifies nursing staff of apparent seriously ill patient
- Sorts and delivers department mail
- Other duties as assigned specific to department needs

