



Example of Provider Representative Job Description

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Our company is searching for experienced candidates for the position of provider representative. 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 provider representative

- Responsible for carrying out launch plans for any new imaging center, new modality or service in his/her assigned territory
- Compiles and frequently reviews marketing plans to ensure specific marketing goals and objectives for his/her territory are attained
- Directly responsible for procedure volume and changes
- Fiscally responsible for his/her sales and marketing budget
- Complies with all State and Federal guidelines for expenditures related to referral sources
- Assists patients who have managed care or fee for service insurance with their selection of a primary care physician by providing information about available physicians and following CSMG/CSHA policy regarding new patient assignment
- Answers patients' questions regarding CSMG/CSHA, its specialty network and contracted hospitals, and care delivery procedures
- Answers patients' questions regarding their benefit plans and co-payments and directs patients back to the health plans when necessary
- Verifies member eligibility via telephone, fax back or through the health plan web site and forwards information to enrollment for documenting in IDX
- Completes a thorough and accurate registration on each patient, including demographic and insurance information

Qualifications for provider representative

- Follows departmental procedures for following up with patients for whom complete information was not obtained at the time of contact to ensure an accurate patient record by the time of the appointment
- Determines patient's appointment needs and schedules new patient appointment per protocol
- Confirms patient appointments, as instructed
- Educates patients about CSMG/CSHA programs and services and directs patients to the Website for further information
- Serves as liaison to physician practices and other CSMCF/CSMNS departments
- Acts as the member/provider liaison with the Claims and Physician Billing Departments as needed to resolve any claims/billing issues