

Job Description

Job Title: Patient Account Representative	Reports To: Tracy Dean
Department: Business Office	FLSA Status <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

Job Summary:

The Patient Account Representative position is an administrative position where this person is responsible for maintaining patient accounts receivables. This person is also responsible for incoming and outgoing phone calls. The goal of this position is to collect balances due and maintain patient accounts receivables to no more than four (4) months out.

Essential Duties and Responsibilities: The essential duties of the position include the following. Other duties may be assigned.

- Great customer service skills
- Ability to read an explanation of Benefits (EOB)
- Ability to communicate and explain patient accounts
- Knowledge of setting up payment plans
- Knowledge of processing credit cards
- Detailed oriented
- Organized
- Fast learner
- Additional projects as needed

Supervisory Responsibilities: None

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience: High School Diploma or general education degree (GED), and a minimum of (1) years hands on administrative duties or related field.

Language Ability: Ability to speak effectively with customers and coworkers.

Math Ability: Ability to add, subtract, multiple and divide on all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability: Ability to apply commons sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: Ability to type 85 WPM, basic proficiency in Microsoft Outlook/Office with a focus in EXCEL, and experience using or ability to learn and comprehend computer programs.

