

	Job Description Patient Account Representative	Effective Date: Revision Date/s: Reports To: Business Office Manager
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I. Job Summary

Under the general supervision of the Business Office Manager, counsels patients on account issues and balances. Communicates issues with Insurance Specialists, management and physicians.

II. Essential Job Responsibilities

Meets with patients to discuss balance and set up prepayment agreements.

Reviews collection reports daily calling patient to collect balance.

Determines if scheduled patients have balances and calls them prior to appointment.

Updates patient demographic and insurance information when necessary. Reviews address correction report and returned mail for insufficient addresses. Gathers and corrects information.

Confirms continuation of insurance benefits on active patients intermittently or as needed.

Provides information and counsel to calling patients regarding their account.

Reviews patient balances on accounts receivable report. Contact and/or meet with patient regarding patient balance issues.

Sends patient collection letters as appropriate.

III. Other Job Responsibilities

Performs other related duties as assigned.

Maintains collaborative working relationship with all other employees.

Upholds strictest confidentiality.

IV. Minimal Qualifications

Education

High School Graduate

Experience

One to two years insurance experience.

V. Independent Action

Under general direction, functions independently in coordination of assigned duties. Refers to team leader or director as appropriate on clarification of practice policy and procedure.

VI. Supervisory Responsibility

None

VII. Human Relations/Customer Communications

Communicate verbally and written with employees, physicians, patients, patient family members and public as a representative of the practice.

VIII. Personal Protective Equipment

Personal Protective Equipment (PPE) is provided by practice and must be worn when there is a reasonable risk of occupational exposure to blood or body fluids.

IX. Occupational Exposure Statement

Category III Exposure Statement: No risk for contact with blood and body fluids for this position.

X. Americans with Disability Act Statement

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions either unaided or with assistance of a reasonable accommodation to be determined on a case-by-case basis.

XI. Statement

The above statements are intended to describe the nature and level of work performed. They are not intended to be construed as an exhaustive list of all required of personnel so classified.

Review/Approvals:

Tosca Morgan
Business Office Manager

Date

As an employee in the above referenced position, I have read, understand, and agree to abide by the job description stated within.

Employee

Date