

Job Details

Category: General Business

Patient Access Representative

Location: Multiple Sites

Work Status: Full-Time

Shift: Day

Position Highlights

Title: Patient Access Representative

Basic Function: Position is responsible for scheduling patient appointments, ensuring medical necessity compliance, verifying eligibility, and posting payments.

Must be able to demonstrate knowledge and skills necessary to perform all job related activities as outlined below.

Minimum Qualifications:

- 1) High School Graduate.
- 2) Two years of experience in a hospital or customer service setting.
- 3) Proficient typing/keyboarding skills.
- 4) Demonstrates commitment to the Patient process by integrating our culture in all internal and external customer interactions; delivers on our brand promise of "patient care is our top priority" through innovation, accountability, empowerment, collaboration, compassion, and results while ensuring one Central Care.

Principal Accountabilities:

- 1) Schedules patient appointments and enters required information in the computer system in an accurate and timely manner.
 - 2) Obtains demographic, insurance and financial information from patient or guarantor. Enters information in computer system with a high degree of accuracy.
 - 3) Explains all required forms to the patient or guarantor and obtains the necessary signatures.
 - 4) Ensures medical necessity compliance by obtaining necessary data, reviewing Compliance System, communicating information to patient or guarantor and obtaining necessary signatures.
 - 5) Protects the financial integrity of the facility by collecting patient liability, establishing payment arrangements, discussing payment options and screening for eligibility.
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- 6) Verifies insurance eligibility and benefits and ensures all notifications and authorizations are completed within the required timeframes.
 - 7) Posts payments in the computer system and generates the appropriate patient receipts.
 - 8) Monitors, reviews and resolves patient account issues on assigned reports.
 - 9) Communicates in an effective and professional manner with Physicians, ancillary departments, nursing units, physicians' office staff, insurance companies, as well as patients and their families (all Patient Access customers).
 - 10) Complete thorough and accurate documentation
 - 11) Adheres to all Central Care's policies, procedures, and standards, within budgetary specifications, including time management, supply management, productivity, and accuracy of practice.
 - 12) Promotes individual professional growth and development by meeting requirements for mandatory/continuing education, skills competency, supports department-based goals which contribute to the success of the organization, serves as preceptor, mentor, and resource to less experienced staff.

Employee Signature

Date
