



# CENTRAL CARE INTEGRATED HEALTH SERVICES

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## PATIENT SERVICES REPRESENTATIVE

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### JOB DESCRIPTION

Position is responsible for scheduling patient appointments, ensuring medical necessity compliance, verifying eligibility, posting payments and providing quality customer service to patients and families.

### DUTIES

- Schedules patient appointments and enters required information in the computer system in an accurate and timely manner
- Obtains demographic, insurance and financial information from patient or guarantor. Enters information in computer system with a high degree of accuracy
- Explains all required forms to the patient or guarantor and obtains the necessary signatures.
- Ensures medical necessity compliance by obtaining necessary data, reviewing compliance system, communicating information to patient or guarantor and obtaining necessary signatures
- Protects the financial integrity of the facility by collecting patient liability, establishing payment arrangements, discussing payment options and screening for eligibility
- Verifies insurance eligibility and benefits and ensures all notifications and authorizations are completed within the required timeframes
- Posts payments in the computer system and generates the appropriate patient receipts
- Monitors, reviews, and resolves patient account issues on assigned reports
- 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
- Complete thorough and accurate documentation
- Adheres to Central Care guidelines regarding budgetary specifications, time management, productivity, and accuracy of practice
- Promotes individual professional growth and development by meeting requirements for continuing education and skills competency
- Supports department-based goals which contribute to the success of the organization by serving as preceptor, mentor, and resource to less experienced staff.

### SKILLS

- Two years of experience in a hospital or customer service setting.
- Proficient typing/keyboarding skills

### WORKING CONDITIONS

- Work a 40-hour week; Some overtime may be required
- Some weekend work required
- Frequent direct patient interactions/contact
- Travel may be required to other CCIHS sites
- Work effectively in fast-paced environment
- Sit for prolonged periods of time
- Must be able to see objects and writing accurately with or without assistive devices
- Bend, stoop and lift and/or push up to 50 pounds with reasonable accommodations as applicable.

### EDUCATION

- High school graduate