



PATIENT SERVICES REPRESENTATIVE

JOB SUMMARY: The Patient Services Representative is responsible for scheduling patient appointments, verifying eligibility, posting payments and providing excellent 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
- 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 Central Care staff, vendors, insurance companies, patients and 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

SKILLS

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

EDUCATION

- High school graduate

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.

I hereby acknowledge that I have read and understand the above-mentioned job duties, requirements and qualifications. I also certify that I have received a copy of this job description.

Employee

Date

Supervisor

Date

Chief Executive Officer

Date