

## Job Title

Patient Account Representative

### General Summary of Duties:

Works with patients and insurance companies to resolve patient account issues.

**Reports To:** Accounts Receivable Supervisor

**Supervises:** N/A

**Physical/Mental Demands:** Sitting at a desk with heavy use of a computer and telephone. Occasional lifting, bending, and stretching as associated with typical office duties. Ability to lift up to 40 pounds.

**Working Conditions:** Normal office environment.

### Essential Functions:

1. Reviews and analyzes aging reports and EOBs to prioritize patient accounts.
2. Researches and resolves unpaid claims.
3. Reviews payments for accurate reimbursement per our contracts.
4. Contacts patients to resolve past due accounts.
5. Processes claims with necessary documentation, verifying that codes are correctly entered for resolution and resubmissions.
6. Correctly identifies claim errors and effectively appeals claim denials. Analyzes accounts for write off purposes.
7. Posts batches of payments and adjustments.
8. Negotiates patient payments and/or payment plans, and processes phone payments.
9. Generates patient and itemized statements.
10. Maintains knowledge of health insurance industry and processes, including Medicare, workers compensation, Medicaid (AHCCCS), commercial plans, etc.

The job holder must demonstrate current competencies applicable to the job position. Every employee is required to remain updated on company policies and affairs through appropriate sources, such as the internal employee web site.

### Education:

High school diploma or GED.

### Experience:

Minimum two years customer service experience in a medical setting.

### Requirements:

Ability to read and understand EOBs. Excellent customer and verbal skills. Must be computer literate.

This job description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working environment may change as needs evolve.