

## **Patient Service Representative**

### **Position Purpose:**

The Patient Services Representative is responsible for patient access coordination from initial referral through discharge. As initial point of contact, the Patient Service Representative interviews the patient/family, records necessary personal information, schedules appointments, discusses payment expectations, verifies insurance and informs the family of all pertinent information.

### **Key Responsibilities:**

- Initiates intake process by obtaining complete information from referral sources and coordinating how services may be provided.
- Completes all data entry involved in patient access ensuring accuracy and thoroughness.
- Completes on-line verification of insurance eligibility and benefits, or helps family to identify financial resources to establish method of payment for services.
- Ensures patient/family is informed of their responsibilities for payment for services, e.g., co-payments, co-insurance, deductible, primary care physician referrals and orders, appointment changes, etc.
- Schedules patients for initial and on-going appointments in appropriate treatment increments.
- Greets patients and registers them in accordance to access protocol. Ensures appropriate information is shared with access team members.
- Answers daily inquiries of patients and public, in person or by telephone, regarding admission procedures, hospital regulations and services. Provides directions for finding other areas of the hospital.
- Problem solves with patient/family to determine how services can be obtained when there may be a need for variability. Appropriately refers unresolved issues to lead service representative.

### **Qualifications:**

#### **Skills, Knowledge and Abilities:**

Must possess good interpersonal/communication skills. Must be customer service oriented and be able to maintain a courteous/professional demeanor at all times. Must have the ability to problem-solve and prioritize workload in a fast paced office environment that supports clinical providers. Must be knowledgeable in customer service systems. Must possess data entry skills, be proficient in computer systems and Microsoft software, and be detail oriented. Must have a good understanding of third party payment and managed care systems related to authorization, referrals, and service options.

#### **Education and/or Experience:**

Must be a high school graduate and have at least two years experience in business office operations in a healthcare setting and/or an equivalent amount of formal education.

#### **Physical Requirements:**

- Position requires sedentary work, occasionally lifting 10 lbs. and carrying small objects.
- Incumbent is sitting at a computer terminal 70 to 80% of the time.
- Must be able to calmly handle 80 to 100 telephone or personal contacts daily, and courteously accommodate a variety of customer needs.
- Must be able to distinguish phone rings and callers' voices against regular background noise and conversation, and speak clearly to a multi-cultural customer base.
- Regularly needs to bend, stoop and reach to file and organize supplies.
- Regular and predictable attendance.