

# Patient Services Representative



**Job Family Description - HEALTH SERVICES- Reports to: Patient Service Representative Supervisor**

This job family provides support to the organizations administration, and to be an active, valued member of the Team. Jobs in this family maintain the highest confidentiality in regards to patient records and utilizes a team based approach. To perform this job successfully, an individual must be able to perform the duties listed below satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Minimum Qualifications:**

- ▶ High School Diploma; Associates degree preferred. Experience and/or training in billing and charge entry; or equivalent combination of education and experience. Satisfactory professional references
- ▶ Experience: 1-3 years in a clinical setting

**Work Level/  
Administration**

**Duties**

- Greet all visitors and patients in a friendly and professional manner.
- Check in patients when they arrive for provider visit. Maintain correct data by verifying patients demographics to include insurance for each patient encounter.
- Collects co-payments and other payments for services according to Center protocols.
- Accurately completes the PSR daily collections log and make every effort to meet the 80% point of service net collection rate.
- Addresses bad debts according to KCHC protocols.
- Enters charges from patient encounter form utilizing the appropriate CPT and IC-9/10 codes.
- Batch out posted charges and payments daily.
- Maintains a log of all incoming checks and payments for medical services.
- Must be knowledgeable of the sliding fee program by providing information to patients, processing applications and renewals, and maintaining current sliding fee list.
- Routes calls appropriately according to KCHC protocols and utilizing good judgement.
- Records detailed, accurate messages and distributes to appropriate staff.
- Performs all other duties as assigned.

# Patient Services Representative cont.

Knowledge, Skills, & Abilities	Core Competencies
<ul style="list-style-type: none"> <li>▶ Demonstrates concern for the rights, privacy and confidentiality of patients and staff</li> <li>▶ Communicates with employees, coworkers, and visitors in a courteous manner.</li> <li>▶ Demonstrates effective communication recognizing diversity among age groups, cultures, and educational levels.</li> <li>▶ Prioritizes work activities to achieve maximum efficiency and uses time management to complete task and assignments during the allotted time frame.</li> <li>▶ Maintains acceptable attendance record</li> <li>▶ Adheres to all applicable Center and departmental rules, policies and procedures.</li> <li>▶ Participates in continuing education, in-services, staff developments and meetings.</li> <li>▶ Participates fully in KCHC Corporate Compliance Program.</li> <li>▶ Completes all other duties as assigned.</li> </ul> <p><b>SUPERVISORY RESPONSIBILITIES</b></p> <p>None</p>	<ul style="list-style-type: none"> <li>▶ <b>1. Communication</b> <ul style="list-style-type: none"> <li>– In addition to using highly developed analytical, technical, computer, oral, and written communication skills, uses high-level persuasion and negotiation skills.</li> </ul> </li> <li>▶ <b>2. Judgment/Decision Making</b> <ul style="list-style-type: none"> <li>– Provides input into strategic decisions that affect planning, policies, practices, and operations for a department, function and/or school/college.</li> </ul> </li> <li>▶ <b>3. Accountability &amp; Self-Management</b> <ul style="list-style-type: none"> <li>– Has full responsibility for interpreting, organizing, and executing assignments.</li> </ul> </li> <li>▶ <b>4. Supervision</b> <ul style="list-style-type: none"> <li>– Receives limited direction typically related to complex projects/situations.</li> </ul> </li> <li>▶ <b>5. Problem-Solving &amp; Analysis</b> <ul style="list-style-type: none"> <li>– Is generally expected to interpret and apply institutional policies, manage resources and initiate actions to achieve broadly defined objectives.</li> </ul> </li> </ul> <p><i>I certify that I have read the entire job description and understand the duties of this position.</i></p> <p>Employee Signature: _____ Date _____</p>
<p><b>** The statements described in this job description is the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.</b></p>	