

# FAITH COMMUNITY HEALTH SYSTEM

Jacksboro, Texas

Patient Access Representative

JOB DESCRIPTION

May 2021

**REPORTS TO:** Business Office Supervisor

**SUPERVISES:** None

**FLSA CLASSIFICATION:** Non- exempt

**SUMMARY:** The Patient Access Representative is responsible for registering all patients in the computer, preparing admitting forms, authorizing insurance, and performing cashiering transactions in the collection of accounts and other related duties. The Patient Access Representative prepares all necessary documents and for various service areas while following HIPAA and health system policies protecting patient privacy. The PAR is responsible for greeting all visitors, patients, staff, and physicians as well as answering the switchboard.

## ESSENTIAL FUNCTIONS:

- Obtains complete and accurate demographic and insurance information needed to process the patient throughout his/her services.
- Obtains signatures for all required consent and HIPAA forms.
- Provides excellent customer service to patients, physician staff, and/or other department staff.
- Verifies insurance and obtains authorizations for services performed.
- Explains financial requirements to the patient or responsible party and collects deposits and/or deductibles as required.
- Answers all calls coming into the office in a courteous and professional manner, transferring calls to the appropriate extensions.
- Enters patient charges.
- Performs cashiering duties posting payments to patient accounts, collecting copayments and/or deductibles as well as accepting payments for cash management expenses as well.
- Maintains department records, reports and files as required.
- Maintains Health System and Department Policies and Procedures.
- Works with Utilization Review.
- Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice

## PROFESSIONAL REQUIREMENTS

- Adhere to dress code; appearance is neat and clean.
- Complete annual education requirements.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, ethics and goals of the organization.

- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services.

**KNOWLEDGE, SKILLS and ABILITIES**

- Excellent written, verbal and listening communication abilities.
- Willingness to establish effective working relationships with internal and external customers.
- Ability to manage conflict, stress and multiple simultaneous work demands in an effective, professional manner.
- Ability to work independently, while collaborating with other team members.
- Ability and willingness to self-motivate, prioritize, and be willing to change processes to improve effectiveness and efficiencies. Adapts to changing patient or organizational priorities.
- Ability to make independent decisions in accordance with established policies and procedures. Decisions and problem solving require a combination of analysis, evaluation, and interpretive thinking.
- Computer literacy, including but not limited to, data entry, retrieval, and report generation. Accuracy to details.
- Must not have any restrictions for physical work for which reasonable accommodation cannot be made.

**QUALIFICATIONS**

- High School Diploma or equivalent.
- One year of office or medical clerical experience preferred.

**PHYSICAL REQUIREMENTS**

- Manual and finger dexterity.
- Hand and eye coordination.
- Sitting for extended periods of time.
- Standing, walking and reaching.
- Lifting and carrying items weighing up to 15 pounds.
- Corrected vision and hearing to within normal range.

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Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.*