

FAITH COMMUNITY HEALTH SYSTEM
Jacksboro, Texas
Patient Access Representative
JOB DESCRIPTION

REPORTS TO: Business Office Supervisor

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 hospital 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.
- Works with Utilization Review.
- Answers all calls coming into the hospital 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 Hospital and Department Policies and Procedures.
- Other duties as assigned.

EDUCATION AND EXPERIENCE

- Education:
 - o High School Diploma or equivalent.
 - o One (1) year of office or hospital clerical experience preferred.

Job Related Skills:

- o Ability to communicate effectively and professionally and remain calm under stress.
- o Previous computer experience.
- o Ability to operate copier, fax, and other office equipment.
- o Individual position core competencies:
- o Accuracy to details.

Employee

Department Head/Administrator

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.