



Pershing Health System

PATIENT ACCESS REPRESENTATIVE

Job Summary:

The Patient Access Representative registers patients for treatment in the outpatient setting or for admission to the hospital, ensuring that all policies and procedures are observed. Staff performs data entry regarding demographics and insurance into the electronic health record along with verification of insurance benefits and financial explanations, as indicated. Staff is often the first point of contact for our patients and therefore must represent Pershing Health System with the highest standard of customer service, abiding by the Standards of Excellence.

Supervisory Responsibilities:

- None.

Duties/Responsibilities:

- Interviews in-coming patients for medical and/or hospital care to obtain demographic information, insurance information, orders for treatment and related information and consents. Assures proper identification of patient upon registration, to ensure accuracy and patient safety.
- Records patient demographic information into the electronic registration system and verifies insurance coverage.
- Utilizes critical thinking skills to assess and respond to a variety of situations, anticipating patient's needs and being able to respond to them.
- Ensures positive patient experience by displaying positive customer service skills.
- Attention to detail is essential to ensure accurate medical record.
- Able to understand, articulate and enforce hospital compliance with Medicare Secondary Payer (MSP), HIPAA Privacy standards, Patient Bill of Rights and Responsibilities, Consent to treat, EMTALA, state and CMS (Medicare) requirements.
- Advises patients and families of financial assistance availability and refers to billing and/or collections departments, as appropriate.
- Provides clerical support to the patient access department, including data entry, collection and processing of payments, filing and organizing provider paper orders and maintaining daily deposit payment log.
- Provides administrative support such as answering telephones, routing calls, talking messages, confirming appointments with patients, receives and directs visitors, confirms services needed by patient and orients patient to specific department for medical procedures.
- Follows established departmental policies, procedures and objectives, quality improvement objectives, and safety, environmental, and/or infection control standards.
- Ability to work in a continuous state of alertness and in a safe manner is an essential function of the job.
- This position is deemed a safety sensitive position.
- Performs other related duties as assigned.
- Adheres to the Standards of Excellence.

Performs miscellaneous job-related duties as assigned. Required Skills/Abilities:

- Interviewing skills
- Word processing and/or data entry skills
- General computer experience
- Ability to multitask, interact and communicate with people over the telephone, often in stressful situations
- Word processing and /or data entry skills
- Ability to maintain filing systems
- Knowledge of Medical Terminology
- Ability to maintain quality, safety, and/or infection control standards.
- Receptionist skills
- Ability to learn and distinguish insurance and payer types

Education and Experience:

- High school diploma required.
- At least one year of office or hospital clerical experience preferred but not required.
- Approximately one month of on the job training.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.