# **Patient Access Representative**

**Job Summary:**

A Patient Access Representative serves as the first point of contact for patients within a healthcare facility, managing patient admissions, insurance verification, and ensuring smooth patient flow. This role combines excellent customer service skills with a solid understanding of healthcare administrative processes to facilitate patient access to medical services. Responsibilities include patient registration, verifying insurance coverage, collecting co-pays, scheduling appointments, and maintaining accurate patient records.

**Responsibilities:**

1. **Patient Registration:**
	* Greet patients and visitors professionally and courteously.
	* Obtain and verify patient demographic information and insurance details.
	* Accurately input patient information into the electronic health records (EHR) system.
2. **Insurance Verification:**
	* Verify patient insurance coverage and eligibility.
	* Explain insurance benefits, co-pays, and deductibles to patients.
	* Assist patients with completing insurance forms and other necessary documentation.
3. **Appointment Scheduling:**
	* Schedule and confirm patient appointments.
	* Coordinate with medical staff to ensure timely and efficient scheduling.
	* Manage appointment cancellations and rescheduling as needed.
4. **Billing and Payments:**
	* Collect co-pays and other patient payments at the time of service.
	* Provide patients with information regarding billing processes and payment options.
	* Assist with resolving billing issues and discrepancies.
5. **Patient Assistance:**
	* Answer patient inquiries in person and over the phone.
	* Provide information about hospital or clinic services, locations, and procedures.
	* Assist patients with mobility needs, including providing wheelchairs or other assistance.
6. **Record Keeping:**
	* Maintain accurate and up-to-date patient records.
	* Ensure all patient information is kept confidential and complies with HIPAA regulations.
	* Prepare and distribute patient documentation as required.

**Requirements and Skills:**

* Knowledge of medical terminology and healthcare administrative processes.
* Proficiency in using electronic health records (EHR) systems and other healthcare software.
* Strong organizational skills with the ability to multitask and prioritize effectively.
* Excellent customer service and interpersonal skills.
* Attention to detail and accuracy in data entry and record-keeping.
* Ability to handle sensitive and confidential information with discretion.

**Education, Experience, and Licensing Requirements:**

* High school diploma or equivalent; an associate’s degree in healthcare administration or a related field is preferred.
* Certification as a Patient Access Representative (e.g., CHAA - Certified Healthcare Access Associate)