



Job Title	Patient Accounts Specialist	Job Code	HS0731
Pay Plan	USPS	Pay Grade	14
Union	Non-Union	FLSA Status	Non-Exempt
Job Family	Health Services	Union Code	0
		Subfamily	Medical Support

Job Family & Subfamily Summary

Health Services Professionals provide services related to the diagnosis and treatment of patients and medical support functions.

Medical Support Professionals provide various administrative and office support functions for a clinical operation.

Job Summary

Provides information on insurance coverage, patient account status, and secures medical/clinical authorizations for services.

Representative Duties

1. Insurance Coverage and Patient Balances

- Verifies insurance coverage and checks eligibility for payors
- Gathers medical information to meet prior authorization and referral requirements
- Schedules patient visits, treatments, medications and/or procedures as appropriate
- Maintains documentation for insurance verification, registration, and billing
- Communicates with providers/clinical team to facilitate referrals and authorizations
- Provides eligibility, coverage, and billing information to patients, staff, and vendors as requested
- Resolves most coverage and billing issues on own; escalates issues to other parties when necessary

Education, Experience, Skill Requirements

	Required	Preferred
Education Level	High School Diploma or Equivalent	
Certification(s)		
Licensure(s)		
Work Experience		
2+ years of relevant work experience		
Additional Requirements		

Physical/Environmental Demands

Standard office environment with no unique physical demands

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.