

POSITION SUMMARY: MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

The Patient Services Rep collects payments, answers patient questions, works with collection agencies ensuring accounts are moved through the collection processes while refunding any overpayments and billing to third party liability providers such as nursing homes and home health agencies.

POSITION QUALIFICATIONS:

Education: Must possess a high school diploma or equivalent.

Experience: Desirable characteristics include at least two years of experience in a hospital or medically related environment; must be able to follow directions and to perform work according to department standards when no directions are given; must be emotionally mature.

Skills: Must be able to function under physical and mental stress; good written and verbal communication skills.