

## Patient Access Representative

### **POSITION OBJECTIVE/SUMMARY:**

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This position is responsible for completing the financial clearance process within Patient Access and creating the first impression of Kedren's services to patients and families and other external customers. The Patient Access Services (PAS) Representative must be able to articulate information in a manner that patients, guarantors and family members understand so that they know what to expect and will have an understanding of their financial responsibilities. The PAS Representative will be responsible for completing the pre-registration, registration, insurance verification, benefits verification, certification, referral management, co-pay collections and medical necessity check, as well as interviewing patients and guarantors to obtain information to screen for financial counseling, verifying eligibility and corresponding benefit levels, coordinating referrals and obtaining treatment authorizations. The PAS representative will also work with clinical staff, ancillary departments, insurance Payers and other external sources to assist consumers in obtaining healthcare and financial services.

### **MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION:**

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- Minimum Education: An Associates Degree or equivalent Degree in Health Information Management or three years of experience in carrying out the duties of Patient Access Services.
- Must be able to read and write English.
- Ability to relate to patients, through familiarity with medical terminology and triage procedure.
- Must believe in health care with dignity for all.
- Demonstrated ability to build and maintain good customer rapport.
- Ability to speak read and write in English or Spanish is desirable.