

POSITION OVERVIEW

Job Title: Eligibility Representative
Business Title: N/A
Job Code: DEMOSPEC
FLSA Status: Non-Exempt
Department: RCM
Reports to: Valeria Diaz
Location: Remote
Draft Date: 3/17/26
Revision Date: 3/17/26
Approved By:
Role: Individual Contributor

POSITION SUMMARY

Radiology Partners is seeking an Eligibility Representative who enters complete and accurate patient demographics into our database, certifies patient insurance information and communicates with the billing department to ensure information is obtained accurately, along with other duties as assigned by the supervisor.

POSITION DUTIES AND RESPONSIBILITIES

- Performs new patient registration, updates patient information, data entry of demographics, and any other required information
- Verify and correct patients' insurance and policy information in an accurate and timely manner, to ensure cleanliness of claims prior to payer submission
- Ensures accurate posting of encounter data and posts to appropriate patient account.
- Performs other related duties as assigned or requested by any member of leadership.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of medical billing and eligibility practices, medical terminology, and claim processing requirements
- Insurance Payer/Plan knowledge – insurance payer requirements, co-ordination of benefits, claims formatting, etc. (BUCHA Payers, Workers Comp, Auto)
- Ability to communicate clearly through email and on the telephone
- Experience with insurance payer portals, eligibility verification, and eligibility response information
- Ability to work in a fast-paced, high productivity environment
- Experience with insurance payers' eligibility requirements and common issues
- Experience with insurance payer portals, eligibility verification, and eligibility response information
- Familiar with clearinghouse claim filing and processing – including knowledge about payer ids, 277/278 EDI files, and payer claim rejection update
- Excellent communication and problem-solving skills
- Detail-oriented and demonstrates a high degree of accuracy when performing data entry
- Proficient computer skills and basic knowledge of Microsoft Office Suite
- Strong level of organizational skills
- Maintains confidentiality of all patient information and is sensitive to confidential matters when interacting with patients and their family members. Follows all HIPAA and patient privacy regulations.
- Self-starter; can initiate and perform tasks without continuous direction

REQUIRED QUALIFICATIONS

- High school diploma or equivalent
- Minimum of 3–5 years of healthcare revenue cycle experience, with a focus on insurance eligibility verification, coordination of benefits (COB), and/or claims follow-up
- Experience identifying trends in denials/rejections and escalating or recommending process improvements
- Basic to intermediate Excel skills

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Imagine Billing Software experience
- Phicure Clearinghouse knowledge
- 1+ years of office experience, in a medical setting preferred, including data entry and typing

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

☒ Never ☐ Occasionally ☐ Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

☒ Never ☐ Occasionally ☐ Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

☐ Never ☐ Occasionally ☒ Constantly

Moving about to accomplish tasks or moving from one worksite to another.

☒ Never ☐ Occasionally ☐ Constantly

Adjusting or moving objects up to 15 pounds in all directions.

☒ Never ☐ Occasionally ☐ Constantly

Communicating with others to exchange information.

☐ Never ☐ Occasionally ☒ Constantly

Repeating motions that may include the wrists, hands and/or fingers.

☐ Never ☐ Occasionally ☒ Constantly

Operating machinery and/or power tools.

☒ Never ☐ Occasionally ☐ Constantly

Operating motor vehicles or heavy equipment.

☒ Never ☐ Occasionally ☐ Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

☐ Never ☐ Occasionally ☒ Constantly

Environmental Conditions

Low temperatures.

☒ Never ☐ Occasionally ☐ Constantly

High temperatures.

☒ Never ☐ Occasionally ☐ Constantly

Outdoor elements such as precipitation and wind.

☒ Never ☐ Occasionally ☐ Constantly

Noisy environments.

☒ Never ☐ Occasionally ☐ Constantly

Hazardous conditions.

☒ Never ☐ Occasionally ☐ Constantly

Poor ventilation.

☒ Never ☐ Occasionally ☐ Constantly

Small and/or enclosed spaces.

☒ Never ☐ Occasionally ☐ Constantly

No adverse environmental conditions expected.

☐ Never ☐ Occasionally ☒ Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

☐ Never ☐ Occasionally ☒ Constantly

Light work that includes moving objects up to 20 pounds.

☒ Never ☐ Occasionally ☐ Constantly

Medium work that includes moving objects up to 50 pounds.

☒ Never ☐ Occasionally ☐ Constantly

Heavy work that includes moving objects up to 100 pounds or more.

☒ Never ☐ Occasionally ☐ Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date