

### **POSITION OVERVIEW**

Job Title: Patient Account Representative  
Business Title: N/A  
Job Code: PTACTRP1  
FLSA Status: non exempt  
Department: RCM  
Reports to: Kristina Scholz  
Location: Remote  
Draft Date: 04/10/2026  
Revision Date: XXXXX  
Approved By: Kristina Scholz  
Role: Individual Contributor

### **POSITION SUMMARY**

Radiology Partners is seeking a Patient Account Specialist who will focus on review and resolution of Radiology related Accounts Receivable. They will review account information and remittance advice forms to verify proper reimbursement and follow up on resolution of accounts. Processing and follow-up with third party collections. Verifying that records for patients include all information required for Third Party reimbursement. Handling billing and collections, denials and appeals, and checking claim status. Processing billing and follow-up. Consult with claims processors at Third Party Payer companies regarding disputes/denied claims and follow up on all bills not processed within allowed claim period.

### **POSITION DUTIES AND RESPONSIBILITIES**

- Responsible for all aspects of account follow up and collections, including processing appeals
- Reviews explanation of benefits (EOBs) to ensure proper reimbursement of claims and reports any problems, issues, or payer trends
- Ability to analyze accounts and determine next appropriate action for account resolution
- Ability to identify, resolve and escalate trends to ensure timely payment
- Collaborates with management to reduce aging of accounts by providing verbal and written communication
- Works with payers to determine reasons for denials, corrects and reprocesses claims for reimbursement in a timely manner
- Accurately and thoroughly documents the pertinent collection activities in appropriate system
- Maintains HIPPA patient confidentiality standards for medical and financial information
- Performs other duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- In depth knowledge of Medicare, Medicaid, commercial payer reimbursement policies and procedures
- Excellent communication and problem solving skills
- Ability to work in a collaborative, team environment
- Ability to be well organized, detail-oriented, in a fast paced environment
- Ability to think critically and identify the global impact across the revenue cycle with a solution oriented approach

**REQUIRED QUALIFICATIONS**

- Three years physician billing and collections experience required

**PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE**

- High school or GED preferred

**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