

## UW HEALTH JOB DESCRIPTION

### PATIENT ACCESS REPRESENTATIVE - HOSPITAL

Job Code: 440049	FLSA Status: Non-Exempt	Mgt. Approval: S. Carney	Date: November 2022
Department: Rev Cycle - Registration & Admissions		HR Approval: B. Haak	Date: November 2022

#### JOB SUMMARY

Under the general direction of the Patient Access Supervisor, the Patient Access Representative-Hospital enters and verifies demographic and insurance information, identifies and collects patient financial obligations, and registers or admits the patient. This position will be cross trained to register ambulatory, emergency department, and admitted patients, as well as complete notification of admissions to insurance companies, coordinate preadmissions, and ensure proper admissions documentation relative to diagnosis, attending provider, service assignment.

The individual is ultimately responsible for assisting patients and families via phone, at the bedside for inpatients, in the emergency department, or in clinics, and works closely with clinic and business office representatives, providers, and inpatient units. This position is customer service driven and the individual must have the ability to effectively promote a positive patient and family experience, exhibit empathy, engage in compassionate collections, and demonstrate strong communication skills.

#### MAJOR RESPONSIBILITIES

##### Core Responsibilities:

- Obtain and verify patient identity, demographic and registration information; effectively communicate the purpose for and the requirements of all required patient documents. Must be able to complete and understand the differences between registrations in the ambulatory, inpatient, or Emergency Department setting.
- Bedside follow-up with patients where all necessary information was not obtained at admission, obtain inpatient signatures and complete forms including accident reports for lien preparation and financial statements if needed.
- Change preadmission requests and perform cancellations, when necessary, to assure accuracy of records. Assign the preadmission unit for scheduled admissions.
- "Arrive" patients: Clinic outpatients and ancillary appointments for both scheduled and walk-in patients.
- Complete financial registration responsibilities including but not limited to creating guarantor accounts, interpreting eligibility requirements, collecting document signatures, insurance card scanning, taking patient photos, collecting patient payments, and creating financial estimates
- Counsel patients on prior authorization, referral requirements, insurance networks, covered services, and financial responsibility forms.
- Promote registration/arrival kiosks to patients and assist them with their use.
- Process discharge and readmission requests for patients transferring between the rehab or psychiatric units and medical units. These requests must be processed real time to prevent delays in patient care.
- Work closely with the Operating Room staff and expedite any requests for changes to admissions, patient class, or attending information.
- Complete notifications of urgent admissions to ensure payor contractual requirements are met.
- Provide patients with information on the financial assistance policy and application process, explaining alternatives and routing patients without clearance to Financial Counseling
- Complete the health screening questions with patients and visitors

##### Customer Service Standards:

- Support co-workers and engage in positive interactions.
- Communicate professionally and timely with internal and external customers
- Demonstrate friendliness by smiling and making eye contact when greeting all customers.
- Provide helpful assistance in anticipating and responding to the needs of our customers.
- Collaborate with customers in planning and decision making to result in optimal solutions.
- Ability to stay calm under pressure and deal effectively with difficult situations.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED  
CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

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<b>JOB REQUIREMENTS</b>			
Education	Minimum	High School Diploma or Equivalent	
	Preferred	Associate degree in Business, Finance. Health Information Management or related field	
Work Experience	Minimum	One (1) year of experience in a customer service-related field	
	Preferred	One (1) year of experience in a healthcare, call center, business, financial or insurance related field	
Licenses & Certifications	Minimum		
	Preferred		
Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> <li>Ability to work in a busy, loud, and demanding environment.</li> <li>Must have a strong understanding of EMTALA rules.</li> <li>Must independently recognize and evaluate situations for the level of urgency.</li> <li>Experience in providing a high level of customer service.</li> <li>Strong emotional intelligence and empathy.</li> <li>Excellent written and oral communication skills.</li> <li>Maintains effective and cooperative working relationships with co-workers, leaders, clinical staff and the general public.</li> <li>Must be detail oriented and accurate.</li> <li>Ability to multi-task and prioritize tasks.</li> <li>Displays an aptitude and willingness to learn new responsibilities.</li> <li>Willingly accepts feedback.</li> <li>Flexible and innovative.</li> <li>Ability to problem-solve and work independently.</li> <li>Displays a professional appearance.</li> <li>Dependable and reliable in achieving goals.</li> <li>Experience operating office machines such as personal computers, fax machines, photocopier, and document scanners.</li> <li>Familiarity with medical terminology and abbreviations.</li> </ul>		
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>X</b> <b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight

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	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.