

POSITION DESCRIPTION

Department: Business Office Title: Patient Account Representative	
Date Created: 07/14/2026 Next Review Date: 07/14/2028	Reports to: Asst. Revenue Cycle Director Approved by: <u>Jim Cussins</u> Jim Cussins (Jul 16, 2026 10:54:44 PDT) (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly ☐ Salaried

POSITION SUMMARY

The Patient Account Representative supports a fast-paced Business Office by managing accurate, timely insurance billing, follow-up, and account resolution for hospital, physician, ambulance, and expanding service lines. This role is responsible for reviewing claim activity, resolving billing edits and payer rejections, monitoring outstanding accounts, and supporting clean claim submission in accordance with payer requirements and organizational policies. The position requires strong attention to detail, sound knowledge of insurance billing processes, CPT and ICD-10 coding concepts, medical terminology, and the ability to work independently in a remote environment while maintaining clear communication with internal teams, external payers, and billing partners.

DUTIES & RESPONSIBILITIES

- Prepare and submit accurate, timely insurance claims to all payers (primary, secondary, and tertiary) in accordance with payer guidelines.
- Review daily unbilled and claim edit reports to ensure clean claim submission, correcting errors related to authorizations, service dates, diagnoses, revenue codes, and reimbursement methods.
- Monitor electronic claim submissions and resolve rejections or errors through clearinghouses and payer portals; rebill or correct claims as needed.
- Process contractual adjustments, payment postings, transfers of responsibility, refunds, and account corrections, ensuring proper documentation.
- Respond to payer correspondence, rebill requests, and billing inquiries within established timelines.
- Perform follow-up and denial management activities to support timely resolution and optimal reimbursement.
- Analyze accounts to ensure accurate net-down and compliance with contract rates and payer requirements.
- Collaborate with physician billing agencies and assist with reconciliation of physician-related cash receipts.
- Support business office functions as needed, including serving as backup for deposit posting and financial reconciliation.
- Participate in process improvement efforts and maintain clear, professional communication with internal teams and external payers.
- Support management with other duties as assigned.

QUALIFICATIONS

- High school diploma or GED required.
- Minimum of 1–3 years of insurance billing or related healthcare revenue cycle experience.
- Working knowledge of medical billing processes, including clean claims, edits, rejections, and denials.
- Experience interpreting insurance benefits, contract rates, revenue codes, and reimbursement methodologies.
- Familiarity with Medicare, Medicaid, commercial insurance, and managed care billing requirements.
- Proficiency with billing systems, clearinghouses, payer portals, and Microsoft Office applications.
- Strong analytical, organizational, and attention-to-detail skills.
- Effective written and verbal communication skills, with the ability to document accounts clearly and professionally.



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, with employees that are accountable for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees at all levels and across all disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships – patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the “top of one’s license”
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our community, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person – not just

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open -minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Will encourage transparency – encourage constructive identification of problems and will take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of the work we perform, operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify just culture, focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: Business Office

Job Title: Patient Account Representative

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☒	☐	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☐	☒	☐	Reaching: Shoulder Height
☐	☒	☐	☐	Above Shoulder Height
☐	☒	☐	☐	Below Shoulder Height
☐	☒	☐	☐	Climbing
☐	☒	☐	☐	Pulling/Pushing: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Lifting: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Carrying: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☒	☐	☐	Bending/Stooping/Crouching
☒	☐	☐	☐	Twisting/Turning
☐	☐	☒	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Harmful physical agents:

Lighting: ☐ Bright

☐ Heat/Cold

☐ Dim

☒ Noise

☐ Mechanical hazards

☐ Ionizing/non-ionizing radiation

☐ Hazardous substances

☐ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☒ Normal

☐ Impaired

Hearing:

☒ Normal

☐ Moderate Loss

☐ Deaf

Manual Dexterity:

☒ Good

☐ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: Patient Account Representative July 2026

Final Audit Report

2026-07-16

Created:	2026-07-14
By:	Ruby Sylvester (rsylvester@lcch.net)
Status:	Signed
Transaction ID:	CBJCHBCAABAA3WhZhVW4qwk4RHQgbEzLv2FWBT_HLpfp

"Job Description: Patient Account Representative July 2026" History

 Document created by Ruby Sylvester (rsylvester@lcch.net)

2026-07-14 - 9:19:06 PM GMT

 Document emailed to jcussins@lcch.net for signature

2026-07-14 - 9:19:11 PM GMT

 Email viewed by jcussins@lcch.net

2026-07-14 - 9:23:20 PM GMT

 Email viewed by jcussins@lcch.net

2026-07-15 - 10:37:52 PM GMT

 Email viewed by jcussins@lcch.net

2026-07-16 - 5:54:06 PM GMT

 Signer jcussins@lcch.net entered name at signing as Jim Cussins

2026-07-16 - 5:54:42 PM GMT

 Document e-signed by Jim Cussins (jcussins@lcch.net)

Signature Date: 2026-07-16 - 5:54:44 PM GMT - Time Source: server - Signature Appearance Selected: TYPE

 Agreement completed.

2026-07-16 - 5:54:44 PM GMT