**Patient Relations Administrator Standard Job Description**

**Classification Title:** Patient Relations Administrator

**FLSA Exemption Status:**Exempt

**Pay Grade:** 7

**Job Description Summary:**

The Patient Relations Administrator handles Protected Health Information (PHI) as defined by HIPPA.

**Essential Duties and Responsibilities:**

**30% Patient Communication and Resolution**

* Listens, records, researches, and resolves patients' concerns and complaints.
* Prepares forms detailing patient complaints and collaborates with staff to provide solutions.
* Corresponds with patients regarding insurance issues and financial matters.
* Contacts patients to provide information regarding referrals and orders from the physician.

**20% Record Management and Tracking**

* Collects, maintains, and tracks patient records. Tracks and reviews patients’ progress and their account information. Monitors and maintains quality incentive programs.

**10% Collaboration and Coordination**

* Maintains effective collaboration and communication among all responsible parties of an individual patient’s multidisciplinary health care team. Represents the clinic at meetings with various community programs and services for patient referrals.

**10% Financial Assistance Processing**

* Processes patient applications for financial assistance and refers to area services and programs for social assistance as needed.

**5% Appointment Scheduling**

* Contacts patients to schedule appointments as needed.

**5% Insurance Verification**

* Contacts patients' insurance companies to verify coverage and obtain prior authorizations.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications:**

**Required Education:**

* Associates degree or equivalent combination of training and experience.

**Required Experience:**

* Three years of relevant experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.

**Additional Information:**

**Machines and Equipment:**

* Computer
* Telephone

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position is security sensitive
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**