

**Job Title:** Patient Access Representative

**Employment Type:** Full-time

**Schedule:** Monday to Friday

**Location:** On-site in Homewood, AL.

**Potential Travel:** Up to 25%

**Job Description:**

At Birmingham Gastroenterology Associates, the Patient Access Representative is more than a front desk role — this team member is the first impression of the patient experience and a key part of our commitment to exceptional, compassionate care. The ideal candidate brings a patient-first mindset, thrives in a team-oriented environment, and excels in delivering friendly, attentive, and efficient service at every encounter.

This role supports both patients and providers by ensuring seamless registration, check-in, and check-out processes with professionalism and positivity. Success in this position requires outstanding customer service skills, the ability to multitask in a fast-paced clinical setting, and a deep commitment to making every patient feel welcomed and cared for.

**Key Responsibilities:**

- Serve as a welcoming, professional point of contact for all patients during check-in and check-out.
- Prioritize patient comfort and confidentiality while assisting with registration, insurance verification, and scheduling needs.
- Support patients in completing necessary paperwork and digital forms (Patient-Link tablet).
- Review and verify patient demographics and insurance details; scan and attach required documents in compliance with HIPAA.
- Collect and reconcile copays, deductibles, and outstanding balances daily with accuracy and professionalism.
- Monitor upcoming schedules to ensure all referrals and documentation are in place.
- Prepare clinic paperwork in advance and adapt to scheduling changes as needed.
- Assist triage techs and other front desk teammates proactively, contributing to a collaborative and supportive environment.
- Communicate effectively with patients, providers, and external representatives.
- Maintain professionalism and a cheerful demeanor when interacting with pharmaceutical reps and other visitors.
- Willingly take on additional duties and assist other departments when needed.
- Travel to offsite locations on occasion to support clinic needs.

**Qualifications:**

- High School diploma or equivalent – Required
- Previous experience in a fast-paced medical office with multiple providers – Required
- Excellent interpersonal skills, both in-person and over the phone – Required
- Strong understanding of medical insurance and terminology – Required
- Proficient in Microsoft Office and EHR systems (AllScripts preferred) – Required
- Ability to type 35–60 wpm and manage detailed data entry – Preferred
- BLS Certification – Preferred
- CPAR Certification – A plus, but not required
- A strong work ethic, positive attitude, and a passion for putting patients first – Absolutely required

**Benefits:**

- 401(k) with match after one year
- Health, dental, and vision insurance
- Paid time off
- Supportive team environment with opportunities for growth