

Are you working in a healthcare environment and ready for a change?

PAF's Financial Support Programs help patients that are suffering a life threatening or debilitating illness. We are seeking Patient Account Reps to join us here in Hampton, VA. This team assists patients telephonically within a patient centric environment.

This role qualifies for a hybrid work schedule, working 3 days a week from HOME and only 2 days a week at our Hampton, VA location.

******\$1,000 sign on bonus*** (see below)***

Patient Advocate Foundation (PAF), a national non-profit, headquartered in Hampton, VA, has been solving insurance and healthcare problems since 1996. Our mission is to provide case management services and financial aid to Americans with chronic, life threatening and debilitating illnesses. To read more about us, please visit our website at www.patientadvocate.org.

What would you be responsible for handling if you joined the Financial Support Services Team?

A **Patient Account Representative** answers incoming calls and collects patient information. Educates approved patients on program guidelines including verification of diagnosis requirement, claims submission process and, when applicable, income verification process.

Qualifications:

- A true compassion for others' well-being with empathic listening skills
- The ability to work full-time hours from 8:30 a.m. – 5:00 p.m. Monday thru Friday
- Ability to talk and type at the same time
- 3+ year of professional work experience within one of the following areas: healthcare environment, social work, or health insurance (strong customer service or call center experience may also qualify)
- Highly preferred: medical terminology and knowledge, healthcare related certifications and/or Associate degree

Compensation and Benefits:

Starting Pay Range: \$15.00 - \$18.00 per hour

Offers are based on relevant experience within a healthcare environment. Offers contingent upon favorable background and credit checks.

PAF is pleased to offer our employees a comprehensive benefit package. Our benefits include – health, dental & vision options, STD/LTD, group life & AD&D, group accident and cancer plans, hospital indemnity plan, paid holidays, vacation, sick and personal leave, paid winter shut down, 401k with matching, and various wellness programs.

The **sign on bonus** is payable in 2 parts, the first \$250 is awarded after the successful completion of training, and the remaining amount at the conclusion of the 90-day introductory period. The Hybrid schedule is available after the initial training period (usually 2 weeks).

To Apply:

This is an excellent opportunity to join an organization that makes a difference! To apply, please send your resume to hr@patientadvocate.org with **Patient Account Rep** in the subject line.

COVID-19 considerations:

We use a remote interview process, and we are following current CDC guidelines at our offices in Hampton, VA.

Our Core Values: Passion for Patients, Kindness, Accountability, Respect & Excellence
PAF is an Equal Opportunity Employer