BRIDGING ACCESS to CARE Inc.

JOB DESCRIPTION

Title: ***Senior Client Support Coordinator (Full Time)***

Dual Reporting: Director of Revenue Cycle and to the Mental Health Clinical Supervisor**Standard Hours:**35 hours per week **Department**: Behavioral Health **Program:**Article 31**Date Issued**: 1/16/13 **Date Revised**: 03/05/2020

POSITION SUMMARY: Bridging Access to Care, Inc. (BAC) is looking for a qualified *Senior Client Support Coordinator* to oversee our Mental Health facilityfor day-to-day operation,Client registration, eligibility check, and maintaining medical and staff records. As a *Senior Client Support Coordinator* ,you should demonstrate excellent organizational skills and the ability to perform well in stressful situations. This position requires high knowledge of healthcare systems operations, Medicaid and Medicaid – Medicare Managed Care Organizations billing.The person in this position is responsible for steady workflows and uninterrupted service in our medical facility.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- The *Senior Client Support Coordinator* is responsible for the financial performance of the revenue cycleincluding: Client scheduling, registration, financial counseling, medical records, collection, data entry and processing, and cash posting.
- Supervision of Client Support Representative(s) & Reception Coordinator(s) (Front Desk Staff).
- Requests volunteers, trains and supervises volunteers to ensure that duties are being completed and that the interns have the support they need.
- Coordinates front desk urgent coverage and ensures staffing is appropriate for day- to -day operations.
- Assists in the development, implementation and maintenance of office policies and procedures.
- Ensures regulatory compliance with HIPAA, OSHA, labor laws, OMH and other Federal, State, and local regulations.
- Responsible for the registration of Clients directly or via supervision of staff to ensure efficient and correct claims processing documentations, and Client privacy guidelines are followed; schedules appointments for new and returning Clients.
- Obtains prior and continuedauthorizations from various commercial plans and some Managed Care Organizations.
- Responsible for day- to- day Client's health insurance eligibility check and updates it in the eCR; ensuring that up-to-date health insurance and identification cards are uploaded in eCR.
- NotifiesClients', family members, physicians and/or Coordinators of network insurance any coverage issues that may result in coverage reduction
- InformsClients' of co-payments, deductibles or deposits needed and collect Clientco-paywhen applicable; provides billing statements to Clients as needed

- Runsreports ineCRto monitor Client's authorization, co-pays, self-pays, or any information in need of updates.
- Completesbank deposits of Clients' payments and reconcilesClient's account information.
- Provides daily, weekly and/or monthly reports to Director of Revenue Cycle: Reporting daily Clients' eligibility checked, daily co-payments reconciliation report etc.
- Reviews charts uploaded to the eCR for completeness before storing/shredding.
- Reviews appointment schedule to ensure accuracy and efficiency.
- Responsible for managing all mental health incoming referrals and ensures that all incoming calls and faxes are answered promptly in a professional manner.
- Meets and greets clients, making all feel welcome and important and ensures that office runs smoothly daily and is set up for the day.
- Monitors daily activities and completions of performance reports as assigned.
- Maintains and manages all filing and organizational systems for the practice.
- Ensures Client satisfaction, including troubleshooting when there is a complaint and working with Quality Improvement Team to develop process improvements to prevent recurrences.
- Arrange cleaning staff and emergency maintenance visits for the facility
- Ensures an adequate supply of clinical and office supplies.
- Assists in special projects as directed.
- Perform other job-related duties as assigned.

Mental Health Consultant Invoices-

- Verifiesnumber of services provided by mental health consultants, ensuring that appropriate fees were charged for service provided.
- Responsible for the completion and submission ofweekly fee-for-service mental health consultants' timesheet; Responsible for submission of completed mental health time sheets to the Finance and Accounting Department for payment.
- Responble directly or via supervision to dispense paper checks to mental health consultants.

OMH Reports:

- Assists with completing the OMH Client Characteristic Survey Bi-annually (PCS)
- Oversees and ensures front desk staff collects and posts co-payments, and other out of pocket expenses from Clients
- Communicates with clinical staff to aid in Client care and processing.

Position Requirements:

- Proven work experience as a*Senior Client Support Coordinator* or related field
- Must have a thorough understanding of insurance benefits for Medicaid/Medicare, Medicaid/HMO and commercial plans; Knowledge of Billing Practices (ICD10)
- Ability to handle medical records confidentially with strong attention to detail and high degree of accuracy
- Knowledge of medical issues and terminology common in the industry
- Excellent organizational and time-management skills
- Ability to multi-task and perform well in stressful situations

- Minimum 2 years' experience supervising staff
- Strong communication skills and a customer service orientation
- 4 years' experience in related field or AA with two-year experience in related field.
- Must be comfortable using a computer its software and all other office equipment

Language Skills:

English& Spanish required

Skills:

Computer proficiency in Microsoft Word, Excel, computer skillsand eCR/ TenEleven- EMR system a plus.

Physical Demands:

Able to sit for long periods