



**TITLE: Billing and Administrative Assistant**

**Responsibility and Scope of Practice:**

The Billing and Administrative Assistant is responsible for a variety of duties, as assigned by supervisor, which may include routine billing payment posting, and problem solving for various payers, including insurance, Medicare, and private pay. May be responsible for obtaining and/or entry of prior authorizations. Work with payers and clients regarding various insurance-related and payment-related issues. Responsibilities will also include researching and resolving client insurance claims which are denied or uncollected and, also, working with the clinical staff members to resolve billing problems. Communication with clients is trauma-informed rather than confrontational, reflecting sensitive, thoughtful, courteous communication considering the emotional nature of our work. Other special projects may be assigned.

The Billing and Administrative Assistant is responsible for clear, detailed communication with the clinical staff and Intake staff on-site at the program, and the Billing Specialists at the Central Office.

Work at this level is categorized mid-level administrative support.

**Hours Worked:**

Full-time position within the program facility. The Billing and Administrative Assistant will work 8:00 AM to 4:00 PM (Monday through Friday).

**Responsible To:**

Reports directly to the Program Director at the program this position's office is located in. Works frequently with Accounts Receivable and Accounts Payable at the Central Office.

**Responsibilities and Standards of Performance:**

**BILLING DUTIES:**

- Verify accuracy of billing data and revise errors.
- Operate software system for billing, posting, and claims research.
- Obtain and/or enter such documents as authorizations, financial Agreements, and other such ancillary documents as may be necessary.
- Maintain detailed records as required.
- Resolve discrepancies in accounting records.
- Interact with staff, clients, payer and Agencies to answer questions, obtain information, and resolve issues.
- Coordinate and collect necessary information from staff or payers for claim adjudication.
- Recognize problem accounts and notify appropriate staff or supervisor to assist in problem resolution.
- Maintain open, positive, cordial, team-oriented lines of communication with supervisors and other staff members.
- Contribute to the billing team through positive attitude, respectful interaction, innovative ideas.

# Thrive Behavioral Network, LLC

## OTHER ADMINISTRATIVE DUITES:

- Manage the program budgets and develop standards around spending.
- Manage the use of the debit card and spending.
- Assist with timely filing and organization and storage of paper files.
- Assist guests and visitors at the entry to the program.
- Answer phone calls and assist guests and external resources.

## GENERAL INPATIENT MENTAL HEALTHCARE DUTIES:

- To provide an atmosphere that will stimulate clients' development of self-confidence and self-worth.
- Maintain a clean, safe, and well-maintained environment in client living and staff areas.
- Oversee client domestic responsibilities, educating and assisting them as needed to promote self-worth.
- Verbally communicate with clients in a supportive and positive fashion throughout daily interactions.
- To supervise and be actively involved with clients at all appropriate times, stimulating positive social interaction.
- Be always available to clients.
- Act as an appropriate role model for clients.
- Plan and be actively involved in all recreational and programmatic aspects of scheduled shift.
- Provide appropriate supervision, assistance, and training in meeting clients' physical and emotional needs such as nutrition, grooming, socialization, family involvement, etc.
- Performs related work as required.

## Knowledges, Skills, and Abilities:

- The ability to work independently
- The ability to create channels of communication to obtain information necessary to perform job tasks, such as with clients, payers, clinical staff, and billing department staff
- The ability to recognize individual and system problems and to communicate such information the supervisor
- Outstanding attention to detail and excellent time management skills.
- Outstanding computer skills with billing software, Microsoft Word and Microsoft Excel, able to learn our system, good key-boarding skills
- Strong problem solving and communication skills.
- Excellent organizational skills.

## Minimum Education and Experience:

- Must be a Mental Health Practitioner 245I.04 Subdivision 4(a-d) or Mental Health Rehabilitation Worker as identified in 245I.04 Subdivision 14(a-b).
- Must have a sincere desire to work with and promote the delivery of culturally competent services.
- Must have a sincere desire to learn billing and insurance duties.
- Specialized experience in behavioral health billing services is preferred, but is not necessary.

# Thrive Behavioral Network, LLC

I acknowledge that I have read and understand this document.

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Date of Hire

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First Date of Direct Contact

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date