



Job Description

Position: Clinical Support and Front Office Specialist

Vision: A community that works collaboratively to ensure that all children and families have access to early education, behavioral and mental health services to improve their well-being.

Mission: Old Mill Center for Children and Families is a community-based, family-oriented center empowering children and families of diverse backgrounds to optimize their potential through specially designed education and therapy programs.

Position Summary: The Clinical Support and Front Office Support Specialist is a member of a small team that shares responsibility for the daily operations of the following business functions: scheduling, insurance billing and collections for medical services, reception and customer service, and records management.

Their main responsibility is for referrals, intake and records management for pediatric occupational and physical therapy services and billing and collections for medical services. They work closely with an external billing contractor. They also provide regular Front Desk support.

They work closely with the Bilingual Front Office Specialist, other admin support staff and external billing contractors as well as the Program Managers for Occupational and Physical Therapy Services and Child, Teen and Family Therapy Services, clinical teams and the HIPAA Compliance officer.

Qualifications and Experience: Certificate in Medical Billing and/or minimum of four years' increasing experience in medical billing, collections or medical finance/accounting required. Experience working with software for clinical office management, medical billing and Electronic Health Records required, preferably in an Occupational and Physical Therapy or Mental Health setting. Experience with insurance authorizations and Oregon Administrative rules for relevant medical services desirable.

Ability to be self-initiating and self-monitoring; ability to cooperate and work easily with other adults and to relate well to the community is essential. A track record of making sound decisions, functioning as a team member, maintaining a sense of humor, and relating well to others is also essential for this position.

Responsible to Whom: Reports directly to the Executive Director and is a member of the Administrative Support team.

Major Responsibilities:

1. Perform directly or work with insurance billing contractor to
 - a. Verify accuracy of billing data and correct potential errors prior to insurance billing
 - b. Bill insurance providers and clients

- c. Create and mail client statements
- d. Re-process and follow up on rejected claims, and actively manage unpaid claims
- e. Post payments into Clinical Software and make adjustments based on contracts.
- f. Provide monthly billing, payment and adjustment information to Accounting Technician.
- g. Design or help design and implement business processes around medical billings and timely collection of charges.
- h. Prepare reports for internal and external needs
- i. Manage documentation for billing contractor and provide information as needed.
2. Manage the client intake process which may include set up of files, provide client with proper resource documentation, create and mail correspondence, make copies of medical cards, collect co-pays and other payments as required for programs.
3. Request authorizations and verify insurance benefits for clients and keep records of authorizations and track documentation that needs to be in place for billing and authorizations.
4. Schedule appointments, make reminder calls and manage appointment changes and communication with therapists and medical providers.
5. Manage inventory of merchandise supplies.
6. Work closely with clinicians and Clinical Supervisors to make sure paperwork and files are in order for billing purposes. Support training of new clinicians.
7. Manage clinical and billing record management policies in accordance with federal and state laws and administrative rules and update and maintain closed file records.
8. Manage and maintain demographic records for contractual compliance.
9. Stay up to date on current insurance issues, billing procedures, codes and governing rules and regulations.
10. Manage office processes and maintain up to date process documentation.
11. Assist with front office coverage and other duties as needed.

General Performance Requirements

- Provide friendly, knowledgeable, prompt reception for clients, students, parents, board members, volunteers, visitors and staff.
- Answer phones in a courteous, professional manner, routing calls to appropriate staff member/program.
- Experience in Medical Billing and Electronic Health Records software is required. MS Word and Excel experience required.
- Observe governing laws, all Old Mill Center policies, procedures, and professional standards.
- Establish and maintain effective working relationships with agency personnel, parents, students, clients and public.
- Work collaboratively as a member of the administrative team as well as with other program and teams within the agency.
- Carry out work responsibilities effectively under pressure of deadlines, difficult situations, interruptions, and new or emergency conditions.
- Take a proactive approach to the quality of service provided and be mindful of surroundings.

- Develop job skills necessary to meet changes in the position.
- Maintain a high level of confidentiality.
- Work collaboratively with other members of the Administrative Support team.
- Approved Oregon Criminal History and Abuse Records Database System (ORCHARDS) Background Check prior to employment.
- Maintain personal appearance and hygiene appropriate to the position.
- Ability to lift up to 30 pounds and maintain safety guidelines for this position.

FTE: Full-time/ 40 hours per week