



Real People. Remarkable Healthcare.

**Mission-** To Enhance Community Health and Wellbeing

**Vision-** 100% Access Zero Disparity

<b>Core Values-</b> People Centeredness, Compassion, Accountability, Integrity, Continuous Improvement, Excellence			
<b>JOB TITLE</b>	Behavioral Health Administrator		
<b>DEPARTMENT</b>	Behavioral Health		
<b>REPORTS TO</b>	Behavioral Health Director		
<b>FLSA</b>	Non-Exempt	<b>SUPERVISES</b>	None
<b>EFFECTIVE DATE</b>	12/15/2023	<b>REVIEWED BY</b>	Behavioral Health Director
Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. Our mission and vision wouldn't be possible without you. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors and continuously strive to meet our mission and vision.			
<p><b>POSITION SUMMARY:</b></p> <p>Under the general supervision of the Clinic Site Manager and Behavioral Health Director, functions as a member of the administrative team. Duties include supporting the Behavioral Health Departments at all clinical sites, and other BH programs as well as record keeping, patient billing, telephone duties, scheduling appointments, typing, data entry, computer operation, copying, electronic filing and retrieving EHR charts, reviewing registration charts for completeness, and miscellaneous business office related functions.</p> <p><b>ESSENTIAL JOB FUNCTIONS:</b></p> <p><u>Behavioral Health Department Duties</u></p> <ol style="list-style-type: none"> <li>1. Manages new referral scheduling per protocol of behavioral health (BH) providers.</li> <li>2. Manage schedules for behavioral health department, including therapists, consultants, interns, and psychiatric provider.</li> <li>3. Provides education and training as necessary to all clinic front desk admin in scheduling of BH appointments.</li> <li>4. Coordinates and supports the intern process.</li> <li>5. Supports evaluation process by ensuring needed paperwork is completed and input into clinical chart to be ready for scheduled evaluation.</li> <li>6. Interacts with agencies for referrals of patients back and forth for treatment, sending out patient chart information and records as appropriate.</li> </ol>			

7. Interacts with crisis facilities to ensure CHP patients are scheduled for appropriate follow up upon discharge.

#### Administrative Generalist Duties

(This position is expected to have a working knowledge of all Administrative Generalist Duties as they apply to the Behavioral Health Programs and may be required to fill in as a clinical Administrative Generalist during staff shortages.)

#### Billing Duties

1. Responsible for billing procedures which include compiling charges for patient visits, collecting payment for visits including phone payments, entering daily payments and submitting data for daily payments to CHP billing staff.
2. Answers inquiries and correspondence relating to patient billing.
3. Maintains pleasant, professional atmosphere in working with patients, physicians, and other clinic personnel and the general public.
4. Files reports, documents, and other paperwork properly.

#### Medical Records Duties

1. Assembles and prepares appropriate forms required for clinic documentation and front office operations.
2. Requests and receives records from outside providers as required.
3. Reviews scheduled appointments and charts for accuracy and appropriateness.

#### Front Desk Duties

1. Greets and receives patients warmly. Initiates visit by gathering relevant demographic and financial documentation. Reviews patient insurances and slide eligibility with patient. Accurately enters information into the EHR.
2. Requests and collects payment for visits including phone payments. Accurately records all payments and submits data daily to CHP billing staff per CHP policies and procedures. Balances daily activity/cash drawer.
3. Monitors patient waiting status in waiting room alerts clinical care team of information as needed.
4. Acts as an information source to outpatient clinic visitors, staff and patients.
5. Schedules future appointments per the scheduling guideline.
6. Provides back-up telephone coverage.
7. Provides back-up schedule management by filling cancellations and no-shows appropriately.
8. Scans and electronically files documentation accurately and in a timely manner.
9. Checks patients out per procedure.

#### **GENERAL RESPONSIBILITIES**

1. Understand and adheres to HIPAA regulations.

2. Ability to report to work as scheduled and work a flexible schedule when needed, which may include travel to other sites.
3. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and working to implement patient centered communication skills.
4. Maintains pleasant, professional atmosphere in working with patients, practitioners, and other clinic personnel and the general public.
5. Appropriately documents patient communication in the electronic health record.
6. Maintains records (including in the EHR) accurately.
7. Corresponds with teammates in person and electronically in a professional, timely manner.
8. Shares knowledge and skills with coworkers.
9. Performs other administrative duties as requested by the management team.

#### **SKILLS AND ATTITUDES**

1. Demonstrates CHP's Core Values
  - a) People-Centeredness: We empower all people to be agents of their own health and well-being.
  - b) Compassion: Ability to be friendly, empathetic, courteous and an adept communicator with customers and staff. Meet people where they are without judgement.
  - c) Accountability: The ability to prioritize work and do what we say we will do.
  - d) Integrity: Ability to set priorities, be organized, be a self-starter and hold ourselves to the highest standards.
  - e) Continuous Improvement: Ability to work in a team or independently, sharing responsibilities and duties to make positive change.
  - f) Excellence: Deliver outstanding value and results.
2. Experience working with limited resource populations.
3. Ability to work with grace under pressure.
4. Ability to resolve interpersonal conflict in a straightforward and timely manner.
5. Ability to treat both staff and patients with respect.
6. Ability to navigate technology efficiently.
7. Ability to gracefully accept and respond to feedback.

#### **ESSENTIAL PHYSICAL REQUIREMENTS**

	<b>Occasionally</b>	<b>Frequently</b>	<b>Continuously</b>

	(1%-33% of day)	(34%-66% of day)	(67%-100% of day)
Sitting			X
Standing	X		
Walking	X		
Speaking/Hearing			X
Seeing			X
Hand/Wrist Work (ie. Keyboarding)			X
Pushing/Pulling	X		
Grasping	X		
Fine Manipulation			X
Reaching			X
Bend	X		
Squat	X		
Lift 1-10 lbs	X		
Lift 11-20 lbs	X		
Lift 21-50 lbs	X		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**JOB QUALIFICATIONS:**

Education:

High School Graduate or equivalent required.

Experience:

Must be skillful in working with the public and handling many tasks.



Experience in personal computer use and business office management procedures required.  
Medical related work experience preferred.

I have read the job description above and had any questions answered.

Name: \_\_\_\_\_ Date: \_\_\_\_\_