

## Client Care Coordinator/Biller for Cira Center for Behavioral Health

### Essential Duties and Responsibilities

- Provides full-service billing responsibilities, including:
  - Billing managed care
  - Running client balances
  - Creating payroll reports
  - Checking client benefits
  - Following up on claims
  - Credentialing process for clinicians
- Manages new client referrals via email and phone by immediately responding to new clients who are interested in services
- Tracks new referrals on Prospective Patient Spreadsheet
- Complies with retention requirements by organizing and filing correspondence
- Creates a new client chart and necessary documents in EMR at the end of every day
- Communicates with therapists to ensure fit, availability, etc. as it relates to client needs and therapist preference
- Provides a daily summary of new clients
- Ensures scheduling continuity by assisting therapists with canceling and rescheduling appointments as needed
- Closes the loop on potential clients, either by putting them on a waitlist, referring out or making final contact attempts with unresponsive prospects
- Gathers additional information by sending client questionnaire at the intake appointment
- Maintains quality care through participation in peer review, policy development, and quality improvement programs
- Contributes to client satisfaction by working to understand the clients' needs
- Attends required training and meetings
- Engages in antiracism education by reading books, listening to podcasts, and other means of increasing knowledge base
- Participates in antiracism skill-building, including training courses, team discussions, and quarterly initiatives
- Participates in assigned and voluntary ongoing professional development activities
- Performs other related duties as assigned

### Required Skills/Abilities

- Basic general knowledge/understanding of how a therapy practice and medical insurance works.
- Experience in billing as well as managed care and credentialing.
- Candidates with outpatient mental health billing experience will be given priority.
- Ability to remain calm in stressful situations (experienced in establishing respectful boundaries and de-escalating upset clients, rescheduling clients whenever a therapist is dealing with a crisis)
- Flexibility and adaptability
- Genuine interest in helping others; clients and team members
- Excellent organizational skills
- High attention to detail
- High level of personal commitment and follow-through
- Excellent written and verbal communication skills
- Computer proficiency including Microsoft Office Suite
- Gmail, Google Drive, and Google Calendar.

### Required Education and Experience

- College Degree
- 2+ years of experience as client care coordinator or similar customer-facing role

### Schedule Requirements

- Full-time (40 hours)
- General office hours are Monday through Friday, 9:00 am-5:00 pm

### Work location

- Chicagoland area. Virtual and in-person model.

### Physical Requirements

- Prolonged periods of sitting at a desk and working on a computer