GENERAL PURPOSE: Provides a broad range of office duties and administrative support as directed by the Call Center & Front Office Manager and regional management to facilitate the operations of the office. Provides as needed and relief coverage for Office Coordinator and Call Center Representative positions for all Center locations. This include cross-training at our office locations as well as providing coverage for PTO, bereavement, sick leave as administrative support. Travel may be included to other offices if needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Call Center Representative

- Answer telephone promptly and in a polite and professional manner
- Obtain and enter accurate client demographic information into Qualifacts (address, telephone number, name of insurance or self-pay status)
- Insurance Verification
- Crisis de-escalation
- Working directly with Discharge Coordinator to schedule follow-up appointments within 24 hrs of discharge services
- Connecting clients and scheduling appropriately clients recently discharged from Crisis or Hospitalization services
- Meets the Center’s standards for client fee collection and prior authorization for services
- Schedule appointments correctly- review appointment date, time, location, and provider name with client
- Inform client of items to bring to appointment (including insurance card, medications, office visit fee and verification of income, if applicable)
- Remind client to arrive 15 to 30 minutes before appointment to fill out paperwork or to meet with medical care manager
- Advise caller of DNS (no-show), Cancellation, and Fee Collection policies
- Building/maintaining Backfill lists for medical and clinical schedules
- Building/maintaining templates for medical providers and clinical staff
- Add client to psychiatric evaluation waiting list.
- Referral to med services/scheduling med services
- Program management: transfer to primary staff.
- Critical Incidents
- Building Templates
- Performs clinical recordkeeping tasks, both analog and within the Center’s electronic health record, including: Point of Entry, opening and closing of charts according to the policies and procedures of the Center; scanning, updating and including sending receipts for payment.
- Answer questions and offer other information as requested to provide a client-focused service and a positive impression of the organization
- Direct calls to other departments as appropriate
- Use sound judgement in handling calls, emergency calls, and especially upset clients
- Contact clients to reschedule appointments when necessary
- Contact clients to fill open slots from backfill list (provided daily)
- Update returned mail addresses and phone numbers from list in Qualifacts
- Responsible for activation of potential in self and others to achieve agency goals and objectives
- Meets the Center’s standards for Key Performance Indicators and behavior, attitude, and professional development

**Front Office Coordinator**
- Greets clients in a warm, friendly, and respectful manner
- Meets the Center’s standards for client fee collection and prior authorization for services
- Performs office duties including, but not limited to: telephone answering, scheduling, data entry, copying, mail collection/disbursement, office supply ordering, daily deposit and cash sheet, Medicaid report, discharging client records, group room management and assuring a clean, organized office space
- Update returned mail addresses and phone numbers from list in Qualifacts
- Responsible for taking payment for billable services, and services rendered in addition to scoring psychological assessments for psychological evaluations and social determinants.
- Backfilling and scheduling into cancellations
- Direct calls to other departments as appropriate
- Program management: transfer to primary staff.
- Update staff relationships
- Complete DACODS if it is a SA admission.
- Referral to navigator
- Referral to med services/scheduling med services
- Room management
- 24-hour live calling for dx and med2’s
- Covering for other offices
- Backfill
- Critical Incidents
- Setting up Vidyo
- Building Templates
• Message board service plan due date. (Check: Caseload, Front Desk, payer, schedule, search)
Complete COC if requested
• Performs clinical recordkeeping tasks, both analog and within the Center’s electronic health record, including: compiling intake packets, typing/filing of chart documents, Point of Entry, opening and closing of charts and chart storage according to the policies and procedures of the Center; scanning, updating and sending reports in appropriate time and managing outreach letters.

Center-Wide Essential Duties and Responsibilities

• Responsible for keeping client information confidential by adhering to Colorado law and policies and procedures for the Center
• Responsible for compliance with applicable federal, state and local laws; professional practice acts and ethical guidelines; policies and procedures of the Center; and contractual guidelines
• Responsible for supporting the Center’s Vision, Mission, Values and Beliefs by practicing and modeling a culture of wellness within a One Team Mindset
• Completes all administrative paperwork and Qualifacts documentation/time sheet (billing and personnel/payroll) as requested/required
• Completes required competency training in Essential Learning and additional training as requested or selected by supervisor
• Reviews and acknowledges Center policies and procedures as requested/required
• Covering for other offices

MISC. DUTIES AS ASSIGNED
This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

SUPERVISORY DUTIES: None

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

• High School Diploma or GED required. Associates Degree or related healthcare/sociology certification preferred
• One (1) year of experience in customer service and/or related clinical environment.
• Working knowledge of medical terminology
• Fluency in English required, Spanish preferred
• Basic computer and keyboarding skills
• Ability to communicate effectively over the telephone and exercise sound judgement to handle calls appropriately
• Ability to handle a busy “call center” environment; work quickly and multitask
• Ability to relate to persons with diverse educational, socioeconomic, and ethnic background
• Ability to demonstrate high quality customer service
• Ability to interact with people in a professional, friendly manner
• Ability to work independently as well as cooperatively and constructively as part of an interdisciplinary team

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES: 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.

• Works extended hours in front of a computer monitor
• Required to talk and hear
• Often requires sitting and use of hands and fingers, to handle or feel
• Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl
• Vision abilities required by this job include close vision
• The noise level in the work environment is usually quiet to moderate
• May need to provide services in noisy and unclean locations in the community

I have read this copy of my job description, discussed it with my supervisor and understand my responsibilities.

___________________________________________ __________________________
Signature Date

THE CENTER FOR MENTAL HEALTH EMPLOYMENT IS AT-WILL MEANING THE EMPLOYMENT RELATIONSHIP MAY BE TERMINATED BY EITHER THE EMPLOYEE OR EMPLOYER AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE.