

## Job Title: Billing Assistant and Office Support

Job Overview: We are seeking a highly organized and detail-oriented individual to join our mental health office as a Billing Assistant and Office Support Staff. This crucial role involves managing billing processes, ensuring accurate and timely invoicing, and assisting with various office tasks, including scheduling appointments. The ideal candidate will possess strong administrative skills, a keen eye for detail, and a compassionate approach to supporting the mental health professionals in our office and clients that we serve. This is a part-time (20-30 hours weekly) position with flexibility in scheduling. There is also flexibility in the qualifications as our desire is to find an excellent fit for our team and we're committed to helping the right person be successful.

### Responsibilities:

#### Billing and Financial Management:

- Generate and process client invoices in accordance with established billing procedures.
- Verify insurance information, submit claims, and follow up on outstanding claims to ensure timely reimbursement.
- Maintain accurate and organized financial records, including tracking payments and reconciling discrepancies.

#### Office Support:

- Assist in scheduling appointments, managing calendars, and coordinating client appointments with mental health professionals.
- Greet and assist clients in person, over the phone, and via email with a friendly and professional demeanor.
- Manage office correspondence, including sorting mail, answering inquiries, and directing communication to the appropriate staff.

#### Data Entry and Record Keeping:

- Enter client information into the electronic health record (EHR) system accurately and in a timely manner.
- Maintain confidentiality and security of client records in compliance with HIPAA regulations.

#### Collaboration and Communication:

- Collaborate with mental health professionals to ensure accurate billing information and resolve any discrepancies.

- Communicate with clients regarding billing inquiries, payment options, and insurance-related matters.

General Office Duties:

- Perform general clerical tasks, such as filing, photocopying, and organizing office supplies.
- Assist in the preparation of reports and documents as needed.
- Support other administrative tasks to contribute to the smooth operation of the office.

Qualifications:

Education:

- High school diploma or equivalent required, some college preferred.
- Additional coursework or certification in billing, accounting, or a related field is a plus.

Experience:

- Previous experience in medical or mental health billing is preferred.
- Proficiency in using billing software and electronic health record (EHR) systems preferred.

Skills:

- Strong organizational and time management skills.
- Excellent attention to detail and accuracy.
- Effective communication and interpersonal skills.
- Ability to maintain confidentiality and handle sensitive information.

Attributes:

- Compassionate and empathetic attitude toward mental health clients.
- Ability to work collaboratively in a team-oriented environment.
- Willingness to adapt and take on new responsibilities as needed.
- Flexibility

How to Apply: Interested candidates should submit their resume and a cover letter detailing their relevant experience and why they are a suitable fit for this position. Please send applications to [Angela@chrysalisfamilysolutions.com](mailto:Angela@chrysalisfamilysolutions.com) by November 10.

*Our mental health office is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences.*