

Position Description:

Renaissance Behavioral Health Systems, a comprehensive mental health center and Joint Commission accredited organization, is seeking a **SQL Application Support Specialist** to work at our corporate headquarters in Jacksonville, Florida.

The Specialist will help to analyze, configure, test, and update the EHR system's practice management (PM) functionality including the system's billing, accounts receivable, scheduling, and state reporting infrastructure with the overall goal of maximizing revenue capture.

Responsibilities will include the configuration of system rules and tables; maintenance of interfaces for billing, payments, clearing houses, and state managing entities; creation or maintenance of accurate and effective SQL reports and scripts; and other system logic necessary to support compliance with payor contracts, billing and coding requirements, audit rules, and internal policies.

Additionally, the Specialist will provide support for the organization's financial, payroll and HR applications.

Duties include but are not limited to:

Configuration, Maintenance, Reporting and Support:

- Assists in the configuration and maintenance of the Practice Management Module including SQL tables.
- Interact with pertinent personnel to identify data needs, create, test and maintain accurate and effective SQL reports and scripts in support of billing and state reporting functions
- Testing of new or revised PM functionality including the development and update of test plans, testing, troubleshooting and final acceptance.
- Maintains the updates of all internal and external documentation related to reporting, claims configuration and policy changes
- Fully supports internal audits and respond timely to any resulting action plans.
- Accountable for outstanding customer service to all external and internal customers.
- Assists in the accurate and timely loading of the following (including annual updates): Payor contracts, Providers, Fee schedules, Code Set Mapping, and Specialized Rules and Alerts.
- Serves as the main support team resource for the Practice Management functions of the software, including but not limited to; AR Month End close processing, Quality Control and Audits, generation and distribution of SQL reports and review of Census.
- Performs periodic site visits, virtual or physical, to conduct user group discussions, workflow design reviews and/or provide updates on system changes.
- Specialist will provide support for the organization's financial, payroll and HR applications including quarterly updates and assisting the software vendors with troubleshooting.

Training:

- Assists in Role Specific Billing Training as needed (System and Procedural Updates)
- Maintains Billing Training support documentation and materials

On-Call - IT Hotline:

- During normal business hours: Resolves user problems as reported via the IT Hotline.
- As scheduled by IT management, receives and resolves IT Hotline calls on nights, weekends and holidays.
- Resolves, if possible, otherwise consults with or refers problems to other IT technical staff.
- Utilizes remote PC administration tools to resolve user problems. When required, travels to facilities to resolve system or application related issues.

Position Requirements:

In order to be considered, candidates must have a High school diploma or equivalent required.

Associates or Bachelor's degree in Healthcare related field, or Information Technology preferred.

SQL certification preferred.

Minimum one year of experience writing reports in SQL and supporting system applications.

Proficiency in Microsoft Office Programs, Outlook, email, and use of the Internet.

Position Details:

This position is a Full Time Days position: Monday through Friday days, on call rotation.

This full time position offers a comprehensive benefits package.