

Position Description:

Mental Health Resource Center is looking for a **Benefits Coordinator** work in our Outpatient Comprehensive Services Center (CSC) Program.

The Benefits Coordinator coordinates with Comprehensive Services Center (CSC) staff to ensure individuals have access to services. Serves as the liaison with insurance companies to obtain authorizations for services and ensures timely and active authorizations. Facilitates access to services/funding/benefits to ensure stabilization in the community. Monitors the utilization of clinical services provided in Mental Health Resource Center (MHRC) outpatient programs using predetermined criteria and coordinates with departments to ensure timely resolution to issues or barriers to services.

The essential functions include but are not limited to:

- Carries out appropriate telephone and written communication with managed care companies, HMOs and other insurers regarding authorizations, referrals, admissions to programs, discharges, and changes in level of care.
- Coordinates with the business office to ensure that they receive authorizations for all insured individuals served, as required, for billing purposes.
- Obtains necessary information to request initial and ongoing authorizations and coordinates with outpatient programs to confirm insurance information. Monitors progress of authorizations and completes any necessary follow up.
- Coordinates services for individuals who are enrolled in managed care and insurance plans with contractual agreements with MHRC, assuring appropriateness of services and timely responses to inquiries or problem solving.
- Works with the Business Office to resolve any issues or discrepancies that may delay billing. Assists with retroactive reviews to resolve claim issues and ensure payment from insurance companies or outside providers.
- Documents and manages information regarding individuals served and providers through the internal electronic records and billing system.
- Reviews and approves new registrations in the electronic records and billing system for accuracy.
- Runs monthly insurance verifications for all outpatient programs and updates any changes in the electronic records system.

Position Requirements:

In order to be considered, candidates must have a High School diploma or equivalent required; Bachelor's Degree in Psychology, Human Services, or related field preferred.

One year experience in a healthcare setting working with insurance authorizations required.

Experience working in the behavioral health field preferred.

Proficiency in Microsoft Office programs and use of the Internet required.

Proficiency in the MHRC EHR System demonstrated within three months of employment.

Excellent customer service skills are essential and this individual must be able to interact appropriately with internal and external customers, including individuals served, families, caregivers, community service providers, supervisory staff and other department professionals.

Position Details:

Full Time: Monday through Friday, 8:00am to 4:30pm.

This full time position offers a comprehensive benefits package.