

## **Position Description:**

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

The Configuration Specialist will help to analyze, configure, test, implement and maintain the EHR systems Practice Management (PM) modules configuration rules, tables, logic and resources to support compliance with payor contracts, billing and coding requirements, audit rules and internal policies. The term PM is defined to include all practice management and related systems including billing, accounts receivable, scheduling, patient portal, HIE, third party payor portals and the interface of these systems with electronic health records.

### **Duties include but are not limited to:**

- Assists in the configuration and maintenance of the Practice Management Module.
- Assists in the creation and maintenance of price rules and fee schedules in coordination within state and federal guidelines and payer contracts.
- Maintains the updates of all internal and external documentation related to claims configuration and policy changes
- Fully supports internal audits and respond timely to any resulting action plans.
- Assists in preparing and delivering reports, recommendations, and updates/revisions to address existing and potential issues in related processes across the organization.
- 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.
- Testing of new or revised PM functionality and SQL reports including the development and update of test plans, testing, troubleshooting and final acceptance.

### ***Support:***

- 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.

### ***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 graduate or equivalent required **and** a minimum of two years' experience working in healthcare billing or billing support required.

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

One or more years of experience with electronic health records, technology support, and/or systems training preferred.

Managed Care operations and claims billing systems

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, 8:00am to 5:00pm.

***This full time position offers a comprehensive benefits package***

