

Position Description:

Mental Health Resource Center is looking for an **Admissions Clerk** at our Northside facility. This facility provides inpatient and outpatient behavioral health services.

The primary objective of the Admissions Clerk is to obtain demographic, financial and personal information from patients being evaluated and admitted for inpatient services. The Admissions Clerk is part of a team that provides a professional and caring environment for individuals in need of emergency mental health services. The Northside facility serves children, adolescents and adults.

The essential functions include but are not limited to:

- Completes financial intakes for patients presenting for emergency services. Ensures all financial documents, including registration and assignment of benefits on admissions/discharges/transfers are accurate and are completed in a timely manner.
- Meets face to face with individuals served and/or guardian or representative to verify demographic and insurance coverage information to ensure accuracy of the patient record.
- Provides thorough financial counseling upon intake detailing patient financial responsibilities. Assists Discharge Planners with ensuring individuals who are self-pay are knowledgeable about the sliding fee program and given an application upon discharge.
- Contacts insurance companies or other third party payers for verification of benefits for all insured individuals in a timely manner, and ensures completeness of all required insurance verification and pre-certification forms for distribution and maintained in the financial records.
- Uses the MEVSNET, Florida Medicaid Web Portal, Availity and SSI Clearinghouse system to verify Medicare, Medicaid, and/or commercial insurance coverage for all admissions.
- Contacts Next of Kin or Emergency Contact by telephone when appropriate releases are needed in order to obtain/verify information for the department files.
- Processes and distributes appropriate admission, discharge, and transfer documents to other departments.
- Prepares Baker Act Notices to individuals' first representatives for mailing when appropriate.
- Assists direct-care staff in completing records e.g., service documents, Baker Act Eligibility Forms and Intake/Face Sheets in order to maintain current records on a daily basis.

Position Requirements:

In order to be considered, candidates are required to have a High School diploma and one year experience working in a medical, hospital, or health insurance related setting.

Experience interacting in person with patients preferred.

Excellent customer service skills are essential and the Admissions Clerk 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.

Ability to work independently and to make appropriate decisions.

Proficiency in the RBHS/MHRC Electronic Health Records (EHR) and Patient Information System within three months of employment.

Proficiency in Microsoft Office Programs, email, and use of insurance related web sites is required.

Ability to operate all required computer hardware and software to include the Mevsnet, Medicaid Web Portal System, Availity and SSI Clearinghouse.

Ability to type and perform data entry at 30 wpm.

Position Details:

This is a Full time Days position: Monday through Friday, 3:30pm to 12:00am.

This full time position offers a comprehensive benefits package.