



Admin Support Position

Pay: From \$19.00 per hour

Job description:

Neuro Behavioral Center is a premier outpatient center focused on providing you with the highest quality of mental health services. Our team of compassionate and caring professionals is dedicated to providing adult psychiatric and psychological treatment. We offer our employees the opportunity to grow, learn and expand their skills! We are growing rapidly and want to talk to you about what that looks like for you and your career!

We are adding Admin Support to join our growing team!

Position Summary:

Check-in and check-out patients, collect payments, answer phones, and perform designated administrative duties. Saturdays and some evenings required.

Job Duties Include:

- Confirm patient benefits daily and collect necessary payments
- Contact patients to confirm their appointment for the following day
- Accurately record and deliver messages.
- Accept and sign for packages and notify the addressee of package arrival.
- Manage Tele-Medicine appointments.
- Coordinate Lab orders and request Lab results
- Process Prior Authorizations for medication, patient visits/billing purposes
- Responsible for proper Medical Records Management
- Obtain Referrals
- Assist with company specialty clinics (as needed)
- Billing-related issues (sending out statements, collecting balances, and verifying benefits)
- Greet, welcome and direct patients and visitors in a friendly, courteous and concerned manner.
- Use the electronic health records systems (EHR) along with other software such as electronic e-mail, a planning calendar, Microsoft Office Package, and other software as needed.
- Manage the Practice Scheduler, which includes scheduling, rescheduling, completing the check-in and check-out process, and canceling patient appointments.

- Maintain accurate patient information (such as: verifying Patient ID, updating demographics, contact information, insurance, and billing)
- Upload all necessary patient documents (such as Patient ID, insurance card, patient forms, and letters)
- Perform all tasks in f
- Full compliance with HIPAA regulations and standards.
- Answer calls/requests as well as voice messages throughout the day and route, as necessary, to appropriate individuals
- Maintain a clean and orderly office and work area.
- Participate and follow all Opening and Closing procedures and cleaning schedules for trash, break room, and fridge.
- Complete all required training.
- Perform a variety of routine clerical tasks, i.e., referrals, scanning, copying, etc.*
- Any additional tasks assigned by your manager or Supervisor.

**The company reserves the right to review, add or change duties at any time as dictated by company needs*

Job Qualifications

- Education: High school diploma or equivalent
- Experience: Some previous work-related experience

Skills

- Excellent verbal and written communication
- Knowledge of Microsoft Office
- Service orientation
- Critical thinking
- Active listening

****Please note - only applicants with a resume will be considered for this position.**

Job Type: Full-time

Benefits:

- 401(k)
- Health insurance
- Paid time off

Ability to Commute:

- Walpole, MA 02081 (Required)

Ability to Relocate:

- Walpole, MA 02081: Relocate before starting work (Required)

Work Location: In person