



OFFICE MANAGER / INSURANCE BILLER CROSSPOINT COUNSELING CENTER

Position Title: Office Manager/Insurance Biller
(Full-Time, Non-Exempt Position)

Date: February 22, 2023

Supervisor: Crosspoint Counseling Center Director

Purpose: To oversee the daily operations of the two counseling center locations and support the clinicians in their daily needs.

Oversee office operations of the two center's locations, and deal with all aspects of insurance, including credentialing, filing claims, and working with insurance companies on denials and other issues.

PRIMARY DUTIES:

1. Fill insurance claims, track payments, and work with insurance companies on denials and other issues.
2. Credential clinicians for insurance panels.
3. Supervise receptionists at both locations.
4. Oversee and collect client payments, both present and outstanding.
5. Oversee facilities for the two locations.
6. Execute administrative duties and tasks the Counseling Center Director and clinicians need.
7. Attend scheduled staff meetings.
8. Cover the front desk when receptionists are unavailable.
9. Purchase supplies and submit receipts.
10. Maintain the Counseling Center webpage.
11. Manage employees' time and vacation records.
12. Help the Director create a yearly budget.
13. Train and oversee part-time & full-time employees of both locations.
14. Ensure all client information is kept confidential according to HIPAA guidelines.
15. Work with the Crosspoint IT department to maintain computers and programs used in the center.
16. Uphold the Staff Covenant.

SKILLS DESIRED:

1. Skillful office administrator.
2. A self-starter who can multi-task and prioritize responsibilities.
3. Excellent telephone/email/conversational etiquette.
4. Excellent written communication skills.
5. Ability to get along with people of all backgrounds, beliefs, and personality styles.
6. Ability to stay calm amid outbursts of conflicted clients.
7. A strong team player.
8. Proficient computer skills in all Microsoft Office programs.
9. Ability to quickly learn new computer programs.
10. Professional confidentiality ethic

KEY PERFORMANCE MEASUREMENTS:

1. Execution of WordPress and Therapy Notes
2. Submitting credit card receipts promptly.
3. Communicating with clinicians and clients.
4. Effective management of direct reports.
5. Contribution toward creating a healthy and inviting atmosphere.
6. Efficient, confidential, and excellent communications (in person and via phone, correspondence, and emails.)

CONTINUING EDUCATION DESIRED: (LIST EXPECTATIONS FOR CONTINUING EDUCATION)

Online or in-person training on all aspects of job responsibilities.