



# Mental Health Center of Denver

Enriching lives and minds by focusing on strengths and recovery

## Job Announcement

**Job Title:** WBS Patient Services Coordinator  
**Reference #:** 1357  
**Facility:**  
**Salary:** Based on experience  
**Date Posted:** 1/27/12

**Status:** Exempt

**Hours:** 40 hrs. M-F

**Position Summary:** Responsible for verifying and updating consumer insurance benefit information, tracking required consumer financial documentation, scheduling consumer appointments, providing customer service, obtaining and tracking authorizations, reviewing benefit coverage with consumers, and providing administrative support to Practice Administrator.

### Essential Job Functions

1. Verify consumer eligibility and benefits. Maintain accurate, detailed consumer eligibility information in AR and consumer database system.
2. Schedule consumer appointments with psychiatrists. Input and extract data from the appointment scheduling system.
3. Meet with consumers to explain benefits and financial responsibility. Assume the lead role in servicing and promoting goodwill with consumers.
4. Track service authorization requirements and usage and obtain authorization as necessary.
5. Communicate changes in consumer information to Practice Administrator and AR Department as indicated.
6. Assist AR Department in researching claims appeals and denials.
7. Assist psychiatrists in completion of necessary administrative paperwork related to insurance.
8. Track required consumer financial documentation and assist Practice Administrator as needed in maintaining documentation in accordance with payer requirements.
9. Monitor consumer account balances, contact consumers as necessary to explain balances, and collect co-pays, deductibles, and other fees if applicable.
10. Respond to requests for information, ensuring all paperwork is properly executed, and consumer confidentiality is protected.
11. In Practice Administrator's absence, provide for coordination of clinic needs. Perform a variety of administrative duties in order to ensure the smooth running of the clinic.
12. Periodically provide Front Desk coverage at other desks within the building.
13. Perform other duties as assigned.

### Job Requirements

**Education:** High School Diploma or equivalent, medical billing or related field, or equivalent experience in healthcare/medical insurance environment. Some college preferred.

**Experience:** Minimum two years of healthcare financial/business office or similar third party payer claims experience.

**Skills:** Knowledge of benefit verification, service authorization procedures, medical terminology and insurance billing codes. Familiarity with mental health terminology a plus. Ability to multi task and perform job responsibilities with a minimum of supervision and a certain degree of resourcefulness and creativity. Strong computer, customer service and communication skills. Competence in word-processing and Microsoft Excel spreadsheet application. Ability to interact with consumers and staff with the use of considerable tact and judgment.

**SUPERVISORY RESPONSIBILITIES:** None.

**MACHINES AND EQUIPMENT TO BE USED:** Computers, calculators, fax machines, copiers, telephone and a variety of other office/administrative equipment

**TYPICAL PHYSICAL DEMANDS:** Requires sitting, standing, bending and reaching. Required manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, telephone, and other office/administrative equipment.

**TYPICAL MENTAL DEMANDS:** Ability to give, receive and analyze information, formulate work plans, prepare written materials and articulate goals and action plans. Must understand people from all walks of life and be able to communicate effectively with them.

**WORKING CONDITIONS:** May require some evening hours based on needs of the clinic.