

Job Title: Office Assistant

Job Type: Part-time with possibility of Full-time in the future (beginning 10-15 hours weekly)

Job Pay: Hourly (Starting at \$15/hour, to commensurate with experience)

Description:

At Ott Counseling, LCSW, PLLC we provide trauma-informed individual, group, and relationship counseling to clients within New York State in office, and/or via telehealth. We are looking for an extremely organized and detail oriented, professional, who is self-motivated and efficient to help make our practice run. Our ideal candidate is honest and reliable, possesses excellent communication skills and is able to problem solve and create and streamline business practices. Not only will you serve as a first and main point of contact with our clients, you will also be communicating with external partners and helping to process client billing. You must be able to work in a fast-paced environment, demonstrate strong interpersonal skills, and can work independently as well as on a team. In this position, it is important to ensure client confidentiality and meet compliance standards and HIPPA regulations.

This is a part-time position of 10-15 hours a week. The right candidate could work up to a full-time position in the future.

Day-to-Day Responsibilities:

- Utilize company communication systems following standard customer services protocol. This includes: answering the telephone in a timely and professional manner, directing calls appropriately and returning phone and email requests promptly.
- Also demonstrate knowledge of agency programs and services.
- Insurance authorizations and verification of benefits through insurance companies directly, HEALTHeNET, Availity, and other sources.
- Informing clients of benefits/financial obligations, providing good faith estimates, collecting and applying client copayments in the Electronic Health Record system and/or Square; setting up auto-pay as appropriate.
- Investigate/rebill denials from Private Insurance/Private Pay Remittances
- Month End Cash Reconciliation
- Complete internal compliance audits on an ongoing basis.
- Assist in credentialing providers with insurance companies.
- Assisting with additional office tasks, as needed
- Opening client profiles in EHR and sending intake paperwork per therapist request.
- Scheduling/rescheduling appointments, while coordinating with primary therapist.
- Updating information/benefits in client charts; Updating all other information as appropriate/requested.
- Closing cases in EHR, ensuring all appropriate documentation is completed by therapist.
- Ensuring clients complete paperwork, manage all assessments and consents on file
- Outreach to collaborators, parents, and providers as needed
- Manage client satisfaction and grievances with practice owner

Benefits:

- Flexible scheduling
- Opportunity for growth and increased hours
- Possibility for remote work- This is mostly a remote position meaning there will be times we will ask you to work from our office.

Requirements:

- Degree, certification or related diploma in fields such as, Health Information Management, Health Services Administration, Medical Reimbursement, Billing and Coding, Health Services, etc.
- Demonstrate excellent phone etiquette and customer service skills.
- Models and practices sensitivity, fair treatment, and acceptance of diversity in all interpersonal interactions

Preferred, but not required experience:

- Healthcare billing & medical coding
- Insurance carriers & clearinghouses
- Electronic billing software
- Electronic health records
- Office management & customer services
- Microsoft Office, GSuite

This position is subject to a background check that will be run after a contingent job offer is extended. Ott Counseling, LCSW, PLLC Diversity/EEO Statement: Within our company and in the communities that we serve, Ott Counseling, LCSW, PLLC is committed to diversity and inclusion with race equity. Every day we work to promote safety, health, and wellness. We provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, veteran or familial status, or genetics.