

Behavioral Health Administrative Specialist

Employee Name:

Reports to: Director of Operations

FLSA Status: Non-Exempt

Position Summary

The Behavioral Health Administrative Specialist will provide a positive first impression for the patients served in the behavioral health program by utilizing customer service skills and the ability to multitask to ensure effective patient flow throughout the visit. Successful candidates for the Behavioral Health Administrative Specialist position should be passionate about providing high-quality, patient centered care. Horizon Health Care offers a team-oriented work environment focused on meeting the needs of individual patients while supporting and contributing to the health and wellness of our communities.

Essential Duties and Responsibilities

The following key duties and responsibilities are identified for the Behavioral Health Administrative Specialist. Other duties may be assigned.

- Provide customer service that ensures the patient experience from beginning to end of appointment is focused on service rooted in Horizon Health Care, Inc. values, while also successfully handling patient grievances, concerns or complaints that may surface.
- Manage the appointment schedule effectively to ensure appointments are scheduled for appropriate lengths of time and with the appropriate provider following organizational guidelines.
- Ensure that telehealth video connections are correctly scheduled and provide direction to patients connecting on personal devices.
- Assist in the collection and verification of patient demographic information including name, address, insurance information and other registration forms in a private and confidential manner. Send appointment reminders.
- Communicate calmly and professionally with patients and coworkers via telephone, electronic and in-person communication.
- Assist with the identification of potential patient crisis situations, and relay information accurately to appropriate team members for triaging and assistance.
- Communicate clear financial expectations to the patient, collect co-pay and patient balances, coordinate payment plans and be a successful steward of resources as part of the revenue cycle.
- Maintain waiting rooms to comply with organizational procedures.
- Maintain the confidentiality and safety of patient health information by complying with organizational HIPAA Privacy and Security policies.
- Collaborate with care team during team meetings, huddles and staff meetings as an active, positive participant of clinic team.
- Ensure clinic complies with OSHA regulations and infection control standards while working to maintain operations of equipment.

- Engage in emergency preparedness procedures within the clinic, including maintenance of CPR certification.
- Maintain supply inventory in clinic setting, if requested.
- Other duties as assigned by supervisor.

Employee Expectations

- Horizon Health Care expects employees to exhibit **INTEGRITY** by acting with professionalism, honesty, and fairness while interacting with patients, employees and the communities we serve. Employees are expected to share ideas, participate in community events and do what's right to keep our communities well.
- Horizon Health Care expects employees to seek **INNOVATIVE** solutions for the challenges we face. Employees will use their unique strengths, creativity and passion to meet and sustain the mission of the organization.
- Horizon Health Care expects employees to be good **STEWARDS** of our financial and human resources. Employees should look for opportunities to improve efficiency in daily activities and share ideas with leadership staff to support open collaboration.
- Horizon Health Care expects employees to deliver **QUALITY**, evidence-based and culturally sensitive care. Employees will work as a team to identify best solutions that support the delivery of high-quality care in their communities.
- Horizon Health Care expects employees to **COLLABORATE** with one another, as one organization and within our communities. Employees will work with others across the organization to leverage their strengths. Employees will partner with local communities to build strong partnerships as we work together to keep our communities well.
- Horizon Health Care expects employees to demonstrate **TEAMWORK** by working together to achieve success. Employees will support one another by celebrating success, assisting those who are struggling and holding one another accountable to the mission of the organization.
- Horizon Health Care expects employees to show **RESPECT** to patients and colleagues by treating everyone with dignity and kindness. Employees will value the ideas of others and show consideration for other's needs and feelings.

Supervisory Responsibilities

None

Travel

Behavioral Health Administrative Specialist may travel to continuing education workshops, meetings and/or to provide support at other Horizon clinic locations as needed.

Position Qualifications

Education/Experience

- High School Diploma or GED
- Behavioral Health or Medical/Dental reception experience preferred

Skills

Successful employees will maintain a professional demeanor, and demonstrate well-rounded interpersonal skills, in addition to the following:

- Ability to multitask
- Excellent communication skills
- Ability to remain calm when speaking to a patient in crisis
- Ability to follow direction
- Problem solving
- Engagement and passion for work
- Adaptability
- Attention to detail
- Dependability

Technology Skills

Position requires daily use of Electronic Health Record system, email, Microsoft Office programs and telephone system.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; and use hands/fingers to handle or feel. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must be able to routinely lift 10 pounds and may occasionally lift and/or move items up to 50 pounds. Vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

Employee generally works within the interior of a healthcare clinic or office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee may travel locally between multiple worksites and be responsible for own transportation. Out of area travel may be required on occasion. Hours of operation and specific staff scheduling may vary between worksite based on operation need. The noise level in the work environment is usually moderate.

Nothing in this job description restricts the right of Horizon's management team to assign or re-assign duties and responsibilities to this job at any time.

I accept the position of Behavioral Health Administrative Specialist and agree to perform the identified job duties and accept the responsibilities in accordance with Horizon Health Care's established policies and procedures.



Print Employee Name

Employee Signature

Date