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TESSA JOB DESCRIPTION

JOB TITLE:	Billing and Clinical Administrative Support Staff
REPORT TO:	Clinical Director
TIME REQUIREMENT:	40 Hours/Week, Full-Time, Non-Exempt
RATE OF PAY:	\$18.00 per hour

SYNOPSIS: The person in this position will serve as a liaison between the clinical department, clients, service providers and our contracted billing company. This person will also be responsible for communicating, organizing, and supporting Tessa's clinical director as well as Tessa's clinical department along with submitting billing for Tessa's other departments.

RESPONSIBILITIES:

- Responsible for managing and tracking therapist and advocates' weekly claim forms
- Submits claim information weekly to an outside billing company for Medicaid and other insurance companies
- Oversee and support the clinical referral/waitlist list process
- Serve as the primary point person for clinical department's electronic health record's database (Theranest)
- Responsible for gathering clinical department and client's pertinent information surrounding Tessa's electronic health records database (Theranest)
- Responsible for managing, opening, and closing cases for electronic health records database (Theranest)
- Manage, track, log, and respond to all record requests for records, social security, disability claims etc.
- Responsible for ordering and receiving clinical department supplies
- Manage incoming and outgoing mail for the clinical department
- Send out weekly agendas, take notes for meetings, complete minutes and post them
- Responsible for tracking and submitting monthly, quarterly and annual data for grant reporting
- Responsible for tracking and getting approval for payment of monthly clinician reimbursements and contractor timesheets/invoices.
- Organizes and keeps clinical department schedules current and communicates scheduling with other Tessa departments as needed
- Supports the Clinical Director with administrative duties to include returning phone calls, creating and sending correspondence, filing, organizing, etc.



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Cultural Inclusivity

- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members.

Other

- Follow HIPAA and Tessa's confidentiality policies and procedures
- Commit to TESSA's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Understand, support, and implement organizational initiatives and strategic plans.
- Attend program, department, and agency staff and other relevant meetings and trainings as required.
- Other duties and projects as requested by supervisor or Chief Executive Officer.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associate's degree preferred
- Two years relevant experience; equivalent combination of education and/or experience may be considered
- Experience with insurance billing and financial data tracking; in a clinical setting preferred
- Excellent organizational, communication (verbal and written), problem solving, listening and inter-personal skills
- Attention to detail and the ability to empathize, encourage and guide
- Knowledgeable and proficient computer skills including word documents, spreadsheets, presentations, email, internet research, data entry and data management
- Experience with TheraNest is preferred
- Valid driver's license and car insurance
- Must be willing to complete background checks
- Ability to read, write and speak English; Spanish and/or American Sign Language preferred
- Displays a positive attitude, works well with others, and accepts direction well.
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self-care.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person
- Ability to lift 50lbs, intermittently and stand or sit at a desk for a few hours at a time

TESSA is an equal opportunity employer.