

Serenity Now Psychiatric and Counseling  
Job Description

Position: Insurance Coordinator/Billing Assistant

Reports To: Clinical Manager and Operations Director

Status: Hourly

Duties:

Insurance

- Responsible for entering patient insurance information in the database.
- Verifies new patient insurance information and benefits by verifying through insurance portals or contacting the insurance provider by telephone.
- Scan insurance information into the system as needed.
- Contact patients to explain benefits regarding behavioral health coverage.
- Schedules patients for initial intake appointment.
- Point of contact for EAP clients/programs. Works with companies for EAP services.
- Investigates claim denials due to change in coverage. Contact patients regarding changes in insurance coverage.
- Assists with insurance credentialing for providers.
- Assists with day of appointment insurance verification

Billing

- Posts payments received from insurance payers.
- Runs deposit reports, gathers receipts for deposits and takes deposit to bank.
- Works reports to investigate claims not paid.

General

- Assist with entering patient intake packets.
- Answer a multi-line telephone system.
- Must be able to multitask.
- Other duties as assigned.

Qualifications:

- High school diploma. AS degree in business, medical assistant or health information preferred.
- Experience in medical setting preferred.
- Computer skills and experience with data base.
- Ability to work independently/be self-motivated.
- Valid Indiana Drivers license and proof of vehicle insurance.