



Job Opportunity

Child & Adolescent Behavioral Health

Client Account Specialist

Overview

Now more than ever, mental and behavioral health care for kids is needed in our community. Child & Adolescent Behavioral Health is looking to meet the growing demands by hiring full-time Client Account Specialist.

As a member of our team, you will help children, youth and families successfully meet life's challenges by offering the emotional and behavioral health support they need. We are a collaborative network of child therapists, psychiatrists, PMHNPs, case managers, school staff, community partners and other mental health professionals working toward a common goal. Together, we provide a positive environment for kids and their families to find health, hope and happiness.

We are looking for enthusiastic individuals to join one of the most innovative therapeutic mental health programs in Stark County. We offer a compassionate, supportive, accountable work environment to help you grow your career, along with a comprehensive benefits package that includes generous and affordable medical, dental, life insurance, retirement and paid time off.

Job Description/Duties

- Call guarantors of telehealth clients for co-pay payments following each telehealth visit.
- Work with guarantors who owe more than \$250 to set up payment plans and have not made a payment within 60 days.
 - Work with Chief Clinical Officer and Assistant Clinical Officer of guarantors with no response to \$250 report
- Work with CCO and ACO with guarantors of clients who have a level 4,5,6 diagnosis and owe more than \$1000. Future services are not allowed until a payment plan, or a payment is received.
- Verify that any clients who are re-opened and were previously sent to collections are following a payment plan with the collection company.
- Work with guarantors to keep fee agreements updated annually.
- Take collection payments for the agency and set up repayment plans with guarantors.
- Work with the billing department to correct any billing issues.
- Help guarantors apply for Medicaid.

- Other duties as assigned.
- Team player – working together to answer each other’s questions and help with projects.

Strengths

- Proficient with Excel
- Understands medical insurance, including Medicaid and commercial insurances.
- Excellent time management skills
- Phone skills include remaining calm and the ability to de-escalate guarantors, if needed.

Metric – Maintaining the accounts receivable aging on over 180-day accounts to 15% or below.

Salary Range: Will vary based on experience.

Hours: Regular Non-Exempt Full-time position
8:00 AM – 5:00 PM, will include one evening per week.

Please send resume and letter of interest by: 07/02/2021

To: Mary Rhodes, Administrative Assistant, mfrazier@childandadolescent.org

Questions to: Pam Lung, plung@childandadolescent.org

An Equal Opportunity Employer