

Billing Specialist

Job Description

About Us

Family Strategies is a licensed outpatient mental health agency based in Mesa, Arizona, with over twenty therapists and a wide range of specialties. Our therapists provide counseling for individuals, couples, and families either in-person or by zoom/telephone. We also provide group counseling and classes for specialized issues. Our support staff provides telephone, scheduling, billing, and other administrative tasks for the agency.

About this Role

Responsible for all aspects of billing and invoicing, including insurance claims. Responsible for daily reconciliations, insurance billing, DCS billing, communication with clientele regarding insurance coverage. Assists with payroll reports and aging reports. Reports directly to Billing Manager.

Responsibilities and Duties

- Daily reconciliation of previous days receipts.
- Answer billing related questions from clients, admin staff, and therapists.
- Provide insurance coverage verification to clients.
- Prepare and submit monthly DCS billing invoice.
- Generate monthly aging reports for therapists.
- Generate monthly billing statements for clients as needed.
- Understand and manage client financials with an eye for detail.
- Understand insurance verbiage and procedures.
- Maintain strict confidentiality and abide by all HIPAA laws.
- Adhere to all policies and procedures in the Family Strategies Handbook.

Qualifications and Skills

- Interact with clients using patience and clarity whether in person or on the phone.
- Assist and respond to needs of therapists who have a variety of personality styles.
- Maintain professional demeanor at all times.
- Complete tasks in a timely manner with appropriate prioritization.
- Strong follow through on tasks with little or no supervision.
- Multi-task in a fast paced environment.
- Willing to adapt to new billing and insurance tasks and procedures.
- Open to feedback and training.
- Strong Internet computer skills; familiar with Google, Microsoft Word, and Excel.

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Location and Commitments

- Permanent, part-time position (32-40 hours per week) based in-office, after a 30-day probationary period.
- Hours:
 - Monday through Thursday 9:00 a.m. to 5:00 p.m.
 - Available Fridays 9 a.m. to 3 p.m. if/when needed.
 - Hours may fluctuate based on caseload
- Attends monthly agency meetings, in person, at the Mesa office location.
- Attends monthly admin meetings, in person, at the Mesa office location.

Salary and Benefits

- Starting wage - \$16/hour, 32-40 hours per week (after completion of 30-day probationary period and satisfactory performance review with goals).
- Health Benefits – optional medical package
- Optional personal IRA
- Paid sick time provided