

***HOLY FAMILY INSTITUTE***  
***Behavioral Health Administrative***  
***Support Specialist***  
***Behavioral Health Programs***

**Employer:** Holy Family Institute

**Reports to:** Director of Behavioral Health

**Hours:** Full-time hours are Monday-Friday; must show flexibility in scheduling including early evening availability 1-2 days per week.

**General Statement of Duties:** The behavioral health support specialist will assist in all aspects of insurance related issues including but not limited to obtaining authorizations, researching, and updating information for multiple behavioral health programs. They will manage the electronic health records databases. This position will also assist with reports and audits as needed as well as training new staff on department protocols.

**Essential Functions:**

- Obtain insurance authorizations and enter into electronic health record for all behavioral health programs.
- Run routine reports regarding capacity, billable hours, and insurance verification for Behavioral Health programs.
- Maintains all required county reports and acts as primary contact person for ALDA funding related issues and assists clients regarding alternate funding resources.
- Maintain all databases by uploading and completing items within the EHR and Quest
- Manage office equipment and program financial accounts with vendors and order supplies as needed.
- Answer the phone and take all initial referrals.
- Complete follow up for those not responding to intakes
- Train and orient new staff and volunteers regarding department protocols.
- Assist clinicians in obtaining credentials with various insurance companies.
- Keeps compliance with all agency policies and procedures and assists with yearly audits.
- Complete various office tasks as assigned

**Minimum Qualifications:** Candidate must possess a HS Diploma or equivalent, with good verbal and written skills. Must be proficient in Microsoft Word, Excel and Access. Knowledge and experience with an electronic health records system and insurance billing is required. Knowledge of insurance verification and authorization process helpful. Valid PA Driver's license, current Act 33/34 and FBI clearances are required. EOE