



LA CHEIM SCHOOL, INC.

Job Posting



Job Title: Insurance Utilization Review and Billing Specialist

Work Location: Oakland, CA

Division/Department: Adult Behavioral Health Services

Reports to: BHS Program Director

Full-time (40 hrs/week, 8:30a-5:00p w/ half hour lunch break)
 Hybrid (preferably on-site at least 3 days/week, but remote work negotiable)

Non-Exempt

Position Description:

La Cheim School, Inc., – doing business as La Cheim Behavioral Health Services (BHS) – is a community mental health center located in downtown Oakland, California. Currently operating both in-person and virtually, the program is seeking an experienced professional with excellent organizational, administrative, and communication skills for the position of Insurance Utilization Review and Billing Specialist.

Primary duties include being the point person for all client insurance and billing matters within BHS, ensuring every client’s insurance eligibility, coverage details, authorization for services, and billing information is complete, updated, and accurately communicated to key parties in a timely manner.

Responsibilities:

Insurance:

Coordinate between Admissions Department, referral sources, and insurance companies to verify, document, and communicate client insurance eligibility, coverage, and cost details:

- Use Excel spread sheet to track all insurance related tasks for prospective and current clients.
- Refer daily to Admission Department’s Prospective and Incoming Clients list.
- Research and verify insurance eligibility, copays, deductibles, annual out of pocket maximums and other relevant coverage details for new prospective clients who appear on the list.
- Send this information to BHS Admissions Department in a clear, accurate and timely manner so they can communicate it to patients and determine next steps.
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Coordinate between clinical treatment team and insurers to obtain and document initial and ongoing insurance authorizations for all client services:

- Referring to the Pre-Screening Assessment from Admissions Department, contact a client’s insurer to open initial authorization for treatment for new clients. Document the outcome (including name of reviewer, date and time of review, authorization number, number and dates of authorized service.) Communicate this information to client’s treatment team and to BHS Admissions Department.
- Monitor each client’s attendance (number of days used), level of care (PHP or IOP), dates of authorized service, and date of next utilization review.
- Referring to the Insurance Concurrent Review document completed by client’s primary clinician, contact insurer on review date to deliver concurrent reviews. Document response (including name of reviewer, date and time of review, authorization number, number and dates of continued authorized service, date of next review) and communicate this to clinical team, thereby ensuring no lapse in coverage of services and payments.
- Referring to the Discharge Summary prepared by client’s clinician, contact insurance company with clinical discharge information when client discharges from BHS.
- Correspond with Kaiser liaison to confirm initial Kaiser member treatment authorizations as needed, and to obtain new authorizations for extensions to service as needed.
- Prepare and fax all Kaiser Assessments to designated Kaiser liaison
- Develop friendly and positive relationships with reviewers whenever possible.

Billing:

- Submit complete and accurate billing sheets weekly in a timely manner to billing agent (HRS)
- Create new client record in Office Ally (OA) and new billing sheet
- Update and enter all new, current, and alumni patient information into OA and billing sheets
- Update all initial insurance authorizations and concurrent reviews in OA and billing sheets
- Correspond with medical staff for updates on diagnosis and assessments needed for billing.
- Update/complete weekly billing sheets, including tracking shifts in level of care, and changes to authorization numbers, and send to HRS for billing
- Coordinate with HRS, Admissions Department, clients and treatment team to follow through on all billing problems and enquiries, including setting up payment plans with clients.
- Use HIPAA compliant encrypted email or electronic FAX to transmit records to HRS when requested from insurance companies
- Correspond in HIPAA compliant manner with current and alumni clients regarding requests/billing inquiries
- Set up payment plans/arrangements (approved by Program Director) with clients for their outstanding balances

Other:

- Attend daily staff meetings (9:15 am & 2:45/3:00 pm daily)
- Regularly check voice mail and email for work related messages.
- Follow through with any other billing and insurance related tasks as they arise and as needed.

Qualifications & Skills:

- Bachelor's Degree preferred; High School Diploma or GED required.
- Familiarity with, or ability to quickly learn and use, basic clinical vocabulary, including diagnostic categories (Major Depressive Disorder, Anxiety Disorder, Schizophrenia, PTSD...) and symptom terminology (labile, suicidal ideation, dysregulated...)
- Familiarity and competence with Office Ally, basic office software (email, Excel, Word...)
- Ability to use (or quickly learn to use) the La Cheim Electronic Health Record (EHR)
- Ability to work well alone and in collaboration with others
- Maintains regular and fixed hours
- Good time management skills
- Comfortable serving clients with mental illnesses
- Cultural competency, humility and respect
- Good communication skills
- Well organized, good attention to detail
- Valid California Driver's License and Automotive Insurance
- Criminal Record Clearance
- Medical and TB Clearance

Physical Requirements:

The following is the extent of the specific activity required for this position:

- Sitting – up to 2 hours, not continuously; standing – up to 4 hours, not continuously
- Walking – up to 2 hours, not continuously; bending over – up to 1 hour, not continuously.
- Crawling – up to 0 hours; climbing – up to 0 hours, reaching overhead – up to a few minutes.
- Crouching – up to ½ hour, not continuously; kneeling – up to a few minutes
- Balancing – up to 0 hours; pushing or pulling – up to a few minutes.
- Lifting or carrying – 25 pounds or less; repetitive use of feet – up to 0 hours; repetitive use of hands – up to 0 hours.
- Grasping – with one or both, simple and firm, for up to 1 hour, not continuously
- Fine dexterity - either hand up to 1 hour, not continuously
- Auditory and visual acuity – 8 hours within normal limits and may be with glasses, contact lenses or hearing aids.
- Exposure to normal dust, heat, and noise, plus frequent exposure to office equipment

Equal Opportunity Employer:

La Cheim School, Inc. is committed to diversity in its programming and in creating a staff reflective of the populations of the San Francisco Bay Area, and will not discriminate against applicants, employees, or unpaid veterans. We encourage and actively recruit applicants representing diversity of race, color, age, sex, race, religion, national origin, sex/gender expression and physical ability.

Print Employee Name:

Employee Signature:

Date: