



The Guidance Center of Westchester
256 Washington Street
Mount Vernon, NY 10553
TheGuidanceCenter.org

Position: Senior Billing Specialist

Hours: Full-Time / 35 hours per week

About:

The Guidance Center of Westchester (TGCW) is an innovative nonprofit agency that provides a wide array of mental health, substance use, and rehabilitative services to children, adolescents, and adults in Southern Westchester. As a leader in integrated mental health and addiction services, TGCW has integrated clinics and satellite clinics in Mount Vernon, New Rochelle, and Yonkers. We are a SAMHSA Certified Community Behavioral Health Clinic (CCBHC) expansion grantee, with a centralized access center, toll-free hotline for 24/7 access to services 888-TGCW-CAN (888-842-9226), a crisis and community response team, and the ability to walk-in for rapid access to services daily-all 7 days of the week.

The TGCW behavioral health portfolio of services and supports includes: Assertive Community Treatment (ACT), Children and Family Treatment Support and Services (CFTSS), Home and Community Based Services (HCBS), Medication-Assisted Treatment Opioid Treatment Program, Integrated Mental Health and Addiction Clinics, Supported Housing, Supported Education, the Vocational Assistance Project (VAP) and Vocational/ACCES-VR Services. Additionally, TGCW is involved in restorative justice projects for transition-aged youth/emerging adults in Mount Vernon and New Rochelle City Courts.

Job Description:

Reporting to the Director of Billing, the Senior Billing Specialist is a key position in the financial management of the company. The Senior Billing Specialist supports all billing and revenue management throughout the revenue cycle. This individual manages the electronic claims process, including accurate and timely claim batch creation, submission, and uploading of claims with providers and insurance companies, including but not limited to daily procedure review, self-pay and co-payment processing, ensuring payments related to participant services from all sources are recorded and reconciled timely in order to maximize revenues. Additionally, the Senior Billing Specialist will assist Finance in maintaining the financial data required for revenue management report generation and assist with credentialing management and regulatory audits.

Duties/Responsibilities:

- Promote revenue cycle improvements throughout the organization, including working with appropriate programs, front desk staff, remit, denial management, and insurance verifications areas to aid in the resolution of identified revenue cycle billing issues
- Handling billing cycle review procedures for pre-processing (scrubbing) of weekly claims processing
- Analyze, billing and processing program claims for accuracy and completeness; submit claims to proper insurance entities and follow up on any issues
- Analyzing, identifying, and resolving complex claims issues adversely impacting the revenue cycle management and billing process and achieving resolution through coordination and reconciliation
- Review and work claims in the clearinghouse & eMedny. Complete weekly billing batches (uploads and response files) in Electronic Health Record (myEvolv)
- Understand clients' insurance benefits utilizing ePACES, various payers' portals, and the clearinghouse

- Maintain a working knowledge of OMH, OASAS, Medicare, Medicaid, Medicaid Managed Care, and other payers' billing regulations for all TGCW programs
- Understand and remain updated with current coding and billing regulations and compliance requirements
- Oversight of self-pay processing and assist with monitoring on participant outstanding balances
- Provide credentialing management support working with program directors to identify when changes must be made to the EHR system, includes communicating to systems support when corrections require a process or system change
- Cross-train in other revenue cycle areas to support and back-up the remit and denial management functional areas

Required Skills/Abilities:

- Passion for TGCW's mission and purpose and an ability to communicate this passion to others and follow and implement the TGCW B.A.S.I.C. Tenets.
- An associate degree from an accredited university with credentials in billing/coding preferred
- Detail-oriented, and able to work independently as well as on a collaborative team
- Knowledge of medical insurance programs such as Medicaid, Medicare, and dual eligibility benefits establishment
- Experience with automated billing systems and familiarity with regulatory and compliance requirements and statutes
- Knowledge and experience with behavioral health/medical billing (Strong preference is given to candidates who have attended an accredited certificate program focused on Medical Billing).
- Ease and comfort with numbers and calculations
- Working knowledge of related CPT Codes and Revenue Codes pertaining to behavioral health
- Excellent written and verbal communication skills, as well as excellent organizational and interpersonal skills
- Ability to take initiative and problem-solving skills
- Capable of setting priorities and ability to manage multiple projects as well as strong follow-through skills
- Ability to communicate effectively with all levels of employees, including leadership as required
- Proficient working with Word, Excel, PowerPoint, and Electronic Medical Record Systems (myEvolv is a plus).

Work Environment/ Physical Requirements:

Work Environment

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. Due to Covid-19 remote options are available.

Physical Demands

- This is largely a sedentary role; however, some filing is required. This would require the ability to move files, open filing cabinets and bend or stand, as necessary.

Hiring Supervisor : Marvin Sims
 Email : msims@theguidancecenter.org

Finder's fee if you refer a successful applicant