



## Billing and Operations Specialist

**Type:** Full-Time Salary

**Location:** Appleton / Onsite

Us 2 Behavioral Health Care is seeking a Billing and Operations Specialist to support our Operations Team. Our mission is to advance health equity by removing barriers and creating an inclusive community where people can reach their full potential. We take pride in being an anti-oppressive agency to stand united against hate. We incorporate equity, diversity, and inclusion into all aspects of our work. Candidates must be able to clearly articulate their ability to deliver services to historically marginalized members of the community.

### Duties and Responsibilities

This is a collaborative role that reports to the Operations Manager and requires knowledge of behavioral health billing, coding, and compliance with state regulations and insurance payer requirements. Additionally, they will support client services and manage various data entry and analytical tasks. Normal work hours are Monday through Friday, 8 am to 5 pm and occasionally covering evening hours up to 6 pm:

- Stay current with the latest coding guidelines and insurance company requirements
- Ensure accurate and timely submission of claims to insurance companies
- Achieve maximum reimbursement for services provided
- Review and process billing invoices and statements
- Act as a liaison between client and billing/insurance by providing financial counseling
- Follow up and collect on delinquent accounts, establish payment arrangements, monitor client payments
- Client invoicing
- Insurance verification
- Manage and update spreadsheets with current information using data entry skills
- Conduct thorough client chart audits to identify and rectify data entry errors
- Support administrative tasks including appointment scheduling and handling phone inquiries
- Provide excellent customer service

### **Minimum Qualifications**

- Experience working in a clinical customer service setting
- Knowledge of electronic medical billing systems, medical terminology, and insurance portals (including Medicare and Medicaid)
- Integrity to follow HIPAA guidelines on maintaining client confidentiality
- Strong attention to detail and accuracy in data entry
- Flexibility to work occasional evenings to support front desk operations as required

### **Preferred Qualifications**

- Coding Certificate
- Proficient in ICD 10 and CPT coding related to behavioral health
- Knowledge of health care insurance claims practices
- Proficiency in electronic medical records
- Proficiency in Microsoft Excel including advanced knowledge of functions
- Bilingual in Spanish, Hmong, or other non-English languages

### **Education and Experience**

- Associate Degree in Medical Administration, Billing & Coding or equivalent work experience in a related field
- 2+ years experience working in behavioral health billing and/or coding

### **Salary and Benefits**

The salary range for this position is negotiable and determined by the candidate's skills, knowledge, and experience. This position qualifies for the agency's medical, dental, vision, and retirement plans. Other benefits include:

- Sign-on bonus
- Biannual performance bonus
- Paid-time-off including vacation and holiday
- Paid sick and emergency leave
- Flexible 4, 4 ½, or 5-day work schedule options
- Paid Parental Leave (Maternal, Paternal, & Adoption)
- 401k with employer match

**To apply, email a cover letter and resume to the Operations Manager: [rachel@us2bhc.org](mailto:rachel@us2bhc.org)**

*Us 2 Behavioral Health Care is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, sexual orientation, gender identity or any other characteristic protected by law.*

*The statements above are intended to describe the general nature and level of work performed by employees assigned to this classification. Statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.*