



## Client Care Specialist

### Job Summary:

The Client Care Specialist will ensure that the client experience is seamless. In this position, you will host clients at the front desk and be responsible for a variety of tasks requiring excellent communication skills, data analysis, in-depth evaluation, and sound judgment. Your daily duties will include guiding new clients through the onboarding process, scheduling client appointments, maintaining billing software, appealing denied claims, and recording late payments. The ideal candidate must also be able to demonstrate in-depth knowledge of billing software as well as excellent written and verbal communication skills. Communicating effectively with clients and various insurance agents will be a large part of the job.

### Duties/Responsibilities:

- Prepare and submit billing data and medical claims to insurance companies
- Ensure the patient's medical information is accurate and up to date
- Prepare bills and invoices, and document amounts due to medical procedures and services
- Collect and review referrals
- Monitor and record late payments
- Follow-up on missed payments and resolve financial discrepancies
- Examine patient bills for accuracy and request any missing information
- Investigate and appeal denied claims
- Help patients develop patient payment plans
- Maintain billing software by updating rate change, cash spreadsheets, and current collection reports
- Assume the responsibility of receiving and sorting incoming payments with attention to credibility
- Provide solutions to any relative problems of clients
- Issue New Hire paperwork and ensure proper completion
- Organize and ensure personnel files are maintained in a compliant manner
- Answer phone calls and respond to emails
- Schedule intake and follow up appointments for clients
- Issue important communications to clients such as clinic announcements and accounts updates





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### Required Skills/Abilities:

- Adherence to laws and best practices in regard to dealing with customers and team members data.
- Comfortable dealing with numbers and the processing of financial information.
- Excellent knowledge of MS Office (particularly Excel).
- High degree of attention to detail and trustworthiness.
- Solid understanding of billing software and electronic medical records.
- Must have the ability to multitask and manage time effectively.
- Excellent written and verbal communication skills.
- Outstanding problem-solving and organizational abilities.

### Education and Experience:

- Medical Billing Experience - 2 Years
- Mental Health Experience - Preferred

### Benefits:

- Health Insurance
- 401K Matching
- PTO Package

### Physical Requirements:

- Prolonged periods of sitting.
- Must be able to lift more than 15 pounds at times.

