

JOB DESCRIPTION

Job Classification: Behavioral Health Support Coordinator

Reports to: Regional Administrator

Supervises: None

Last reviewed: 08/04/2022

POSITION PURPOSE:

This position provides support to Behavioral Health Providers and is actively involved in the patient engagement and retention portion of the program. This position provides support, assistance, linkage, referral, and advocacy services to patients referred by health care team. Additional duties above level 1 position to include patient care management and/or billing specialist.

MINIMUM QUALIFICATIONS:

Education: Graduate of an accredited college with a Bachelor's degree (preferred). Experience working in a medical setting with a similar population may equate with the education requirement.

Licensure/Certification: None

Experience: Two years of experience in health care setting and/or mental health setting (preferred).

Equipment/Skills: Ability to be friendly, empathic, and an adept communicator with patients with mental health issues. Ability to engage with patients in crisis and de-escalate crisis situation. Experience working with limited resource population. Ability to work in a team and to share responsibilities and duties. Ability to set priorities, be organized, and be a self-starter. Ability to treat both staff and patients with respect. Ability to balance stress of work with good self-care practice.

Physical demands: Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

Status Classification: Hourly

PRIMARY JOB RESPONSIBILITIES:

- A. Patient Engagement and case assistance duties:
- Develops rapport with mental health patients.
 - Assists in the delivery of timely BH care by scheduling patients for a BH screening or intake as clinically indicated before they leave their medical appointment. (Reviews insurance, eligibility and clinical need and makes appropriate connection for next step in the patients care.)
 - Participates actively as an aide in the delivery of client services and the coordination of community support services. The duties may include scheduling, making check - in calls

with patient's waiting for an intake and with those starting new medications, and acting as a liaison with primary care and behavioral health staff.

- When needed, aids newly assigned and high risk BH patients in scheduling appointments for medical, dental and further BH services.

B. Billing Duties:

- Confirms that provider and location selected in EHR and EPM correctly match the location that the encounter took place.
- Confirms patient has an annually completed/declined FSI in chart.
- Confirms insurance eligibility was run at time of check-in and correct insurance is attached to each claim.
- Cross references EPM and EHR to ensure billable encounters have a documented note by provider.
- Confirms duration of appointment matches with attached billing code.
- Works with department providers and clinic manager to complete any unbilled encounters.
- Drops charges and submits claims for processing.

C. General Administrative Support duties:

- Works closely with the BH Director and BH providers to assist with managing the program.
- Compiles data and creates reports as requested.
- Schedules patients for appointments.
- Confirms appointments.
- Checks in patients.
- Manages the schedule and tracks caseload of BH providers.
- Attends staff, health care team, and other agency meetings as required.
- Attends training sessions and keeps abreast of developments in field.
- Interprets the policy of VVHC to patients, their families, and to other community agencies.

D. Linkage/Referral duties:

- Educates patients on navigating Valley View Health Center services and as needed, links patients directly to necessary community resources. Serves as an outreach coordinator to connect and make contacts with all resource referral sources.
- Informs patients of available community services and assists with providing them with appropriate information.
- Assists BH providers with patients who need assistance in obtaining or retaining adequate housing and assists the patients in working with community agencies.

E. Advocacy/Liaison duties:

- Attends Lewis County Mental Health Coalition meetings (or equivalent) as requested.
- Coordinates patient care with BH and medical team and other community professionals to ensure continuity of care.
- Strives to maintain effective working relationship with VVHC and staff in other community and medical health care settings.
- Assists with procuring transportation to and from appointments to maintain continuity of care.

F. Performs other related duties as assigned. Standards:

- Follows guidelines established at time of assignment.
- Accepts assignments willingly.
- Prioritizes workload to ensure timely completion of assignment.
- Asks appropriate clarifying questions relative to scope of assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description, and agree with it.

Employee Signature

Date

Supervisor Signature

Date