



The mission of Community Health Programs is to improve the health of people throughout Berkshire County by delivering exceptional compassionate health care.

Job Title: Behavioral Health Coordinator
Department: Admin
FLSA Status: Non-exempt
Hours: 24 hours
Operationally Reports To: Director of Behavioral Health
Direct Reports: N/A
Updated: October 2021

Summary: The Behavioral Health Coordinator is the front line of communication between the client, therapist, and the Behavioral Health Department. Has the same responsibilities whether on the phone or in person. Answers questions or provides general information, or directs a client to a person who can provide more direct and specific information. Maintains and updates records by getting the appropriate information from the client and therapist. The Behavioral Health Coordinator protects clients' rights by maintaining confidentiality of medical, personal, and financial information. Will support CHP's mission, vision, and values and will adhere to compliance protocols as well as CHP's policies and procedures.

Behavioral Health Coordinator Essential Duties and Responsibilities:

- Closely manages therapists' schedules. Views client charts the day before, maintains accurate client lists, follow up appointments and charting.
- Receives all incoming inquiries, screens them, take messages and/or forward to appropriate staff.
- Checks client insurance eligibility referring to organization's procedures.
- Completes initial phone intake screening process with all new clients.
- Maintains and updates lists of active clients and gives them initial and/or follow up appointments as needed.
- Ensures appropriate coding or billing of clients and insurance companies.
- Maintains updated lists of closed cases and manages them by following CHP EHR procedures.
- Types reports, labels, and other correspondence.
- Proofreads handwritten work prior to typing.
- Collects and processes daily billing for all therapists.
- Maintains calendar of events and schedules and coordinates appointments for all therapists.
- Responsible for all incoming and outgoing faxes for the department.
- Uploads documents and maintains organized and secured file folders in file cabinets.
- Maintains operations by following policies and procedures, reporting needed changes to supervisor.
- Performs other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

- Skilled in computer software, such as excel spreadsheets, word processing, and other programs, including experience on Microsoft Office (Word, Excel, PowerPoint) software, relevant to BH as necessary to perform the required tasks.
- Skilled and trained in coding or billing clients and insurance companies.

- Must have demonstrated ability to communicate effectively verbally and in writing, utilizing good listening skills, computer knowledge, and aptitude for details, without losing sight of larger issues.
- Must have demonstrated ability to work effectively in a collaborative, team based, work environment.
- Must demonstrate Cultural Diversity awareness, sensitivity and competency, including ability to work with individuals from diverse cultures and backgrounds.
- Exhibits a high degree of confidentiality and professionalism.

Essential Skills and Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma or GED or equivalent required.
- Fluent in the use of Microsoft Office with experience working with HER systems preferred.
- Must have some experience working in a healthcare or mental health environment as a receptionist or intake personnel.
- Must have knowledge of general office machines, telephone systems, fax machine, and other information systems.
- Must have the demonstrated ability and willingness to work cooperatively with others.
- Must be able to maintain a high degree of discretion when dealing with confidential information.

Physical Requirements:

- See ADA form