

EDCCHC JOB DESCRIPTION

Title: Behavioral Health Services Coordinator

Qualifications: Possess and demonstrate

- effective and empathic communication and interpersonal skills;
- competent organizational and time management skills;
- previous healthcare delivery experience in an integrated primary/behavioral care setting
- ability to work with individuals with diverse educational, economic and cultural backgrounds
- strong computer and electronic medical record skills

Supervision: Reports to lead psychologist and clinic director

Essential Functions and Responsibilities: Proactively provide broad array of clerical, case management and clinical coordination to Center's behavioral health services providers and patients. Specifically,

- schedule and confirm new and follow-up behavioral health appointments
- follow up on no-show patients and fill same-day cancellation slots
- administer new and returning patient self-report and satisfaction questionnaires
- process referrals to local support programs and psychiatrists
- inform providers when an Outpatient Treatment/Authorization Report requires completion and submit such reports to the insurance carrier
- provide patient education related to community behavioral health resources, insurance information, indigent patient/patient assistance/pharmaceutical assistance program and other Center programs
- coordinate all external referrals for behavioral health services; e.g., for psychiatric co-consultations, for telebehavioral health appointments
- Perform receptionist/secretarial and record keeping duties which may include:
 - Answering multi-line phone system, taking messages/sending e-mail

- Sending phone messages to members of the patient care team (nurses, medical assistants, primary care providers) within the electronic medical record
- Completing basic, initial phone screenings with new referrals
- Scheduling patient appointments in the electronic practice management systems
- Verification of patient insurance eligibility and obtaining authorizations when necessary