ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Identify appropriate patient records, and maintain records as needed
- Analyze EHR data & check for completion
- Create patient Information Forms as necessary for care programs
- Supportive care system implemented
- Track provision of care
- Follow-through as needed
- Prevent and eliminate client duplications in EHR system
- Review & understand insurance current contracts
- Identify potential service needs, clinical or otherwise: What are they looking for? Crisis intervention, Individual Therapy, Group Therapy, etc.
- Identify payer source as well as method of payment
- Assist in creating a fee-for-service model
- Assist Psychiatrists and Therapists in streamlining delivery of mental health services to make it as efficient as possible
- Keep up well-kept appearance for the front desk and waiting room
- Provide periodic status reports to report to Financial team
- Develop and implement tracking instruments as needed for ease of job
- Fill-in to conduct vital signs as per psychiatrists’ request or in the absence of vital signs personnel
- Make appointment reminder phone calls to clients

OTHER DUTIES AND RESPONSIBILITIES:

In addition the FDBS plays an important role in health care facilities as they need to make sure that claims are accepted by health insurance companies and payments are being released. At the same time, they have to solve patient insurance inquiries. This job therefore requires problem-solving abilities. College degrees in relevant fields such as accounting and business are preferred, see below.

MINIMUM QUALIFICATIONS:

- Three years of health or related office experience
- Ability to interface with a wide range of people including clients, service providers, public officials, etc.
- Demonstrated skills in or knowledge of filing systems and operation of basic office equipment
- Ability to organize work and have attention to details
- Ability to work with a culturally diverse staff and client population
- Commitment to working in the Asian community
- Support and implement to mission, vision and values of Asian Community Mental Health Services

PREFERRED ADDITIONAL QUALIFICATIONS:

- Fully Bilingual in an Asian language, Vietnamese, Cantonese, Mandarin a plus
- Minimum high school degree or Bachelors in Business, a plus
- Previous reception and phone experience preferred
- Knowledge of MS Word & MS Excel desirable
- Knowledge of EHR systems, a huge plus
- Knowledge and understanding of behavioral health services and vocabulary
- Prior insurance billing and verifying experience
ABOUT US

ACMHS helps individuals and communities celebrate and improve life through the promotion, support and provision of mental health treatment, outreach, wellness, education, and research.

ACMHS was established in 1974 by community providers, activists, and progressive citizens concerned about the well-being of our low-income Asian & Pacific Islander (API) immigrants and refugees in need of culturally competent mental health services.

To date, we have 25 full and part-time staff members, including paraprofessionals, marriage and family therapists, licensed clinical social workers, clinical psychologists, and psychiatrists.

The core competencies of our staff reflect a wide spectrum of age groups, immigrant/refugee cultural status and language fluency in several languages and dialects including Cantonese, Mandarin, Japanese, Korean, Mien, Tagalog, Thai, Lao, Khmer, and Vietnamese.

TO APPLY

Email cover letter, resume and two-page job application to hr@acmhs.org or mail to:

ACMHS, Employment Application
310-8th Street, Suite 303
Oakland, CA 94607

Or fax to 510.268.0202

Please see our website at www.acmhs.org for the application form. Any inquiries can be directed to hr@acmhs.org.

ACMHS reaffirms its policy and well-established practice of recruitment, hiring and promotion in all job classification without regard to race, color, age, gender, religion, national origin, sexual orientation, disability, veteran status or any category protected by law. Consistent with this policy, individual qualifications (skill, ability, prior experience and/or performance, education, etc.), are used as the basis for selecting the best candidate for employment.