



Position Description: Mental Health Billing Specialist

of Contra Costa County

<https://www.rainbowcc.org/>

Reports To: Rebecca Coffey, Director of Clinical Services

Work Status: Part-Time

Pay Rate 24.88/ hour

Department: Clinical Department

Location: Hybrid at 2330 Salvio Street, Concord, CA, 94534

Benefits: Regular part-time employees receive prorated sick time and paid time off (PTO) accrual and usage, 14 single prorated paid holidays and 3 prorated Floating Holidays annually in addition to prorated December 25 through January 1, when the organization is closed. This role is not eligible for medical benefits.

Payroll Type: Non-Exempt

Supervisory: No

Initiated/Updated: 8/23/23

Regular Hours: 8-10 hours/week

Schedule: Flexible

Position Available: As early as 9/11/23

Union: Collective Bargaining Agreement with Teamsters 856 of which this position is a part of the bargaining unit and guaranteed by the National Labor Relations Act

ORGANIZATIONAL HISTORY

The Rainbow Community Center of Contra Costa County (Rainbow) was founded in 1995 to serve the well-being of the LGBTQIA+ Community in Contra Costa County. Founders wanted to develop programs to reduce isolation of LGBTQIA+ people and provide a space for community development. Rainbow continues to provide a safe and welcoming place building community among LGBTQIA+ persons and our allies through social programs, support groups, clinical services, training, special events, and emergency programs.

MISSION

Rainbow builds community, equity, and well-being among Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex (LGBTQIA+) people & our allies.

VISION

Rainbow envisions a society that advocates for and celebrates gender and sexual diversity, racial justice, safety, and liberation for all through healing centered engagement. Rainbow builds community, equity, and well-being among Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex (LGBTQIA+) people & our allies through social opportunities, health & wellness services, and awareness programs. Rainbow transcends its vision from inclusive to expansive*, as we will be able to represent by centering and reaching a wider scope of Marginalized LGBTQIA+ and Intersectional Identities more effectively.

Historically Marginalized and Intersectional LGBTQIA+ Identities encompass:

- Transgender and Gender Non-conforming
- Black, Indigenous and People of Color
- Women
- Neurodiversity & Mental Health Abilities
- Physical Abilities
- Body Diversity
- HIV Status
- Elders
- Youth
- Immigrants
- Undocumented People
- Interfaith
- Familial Composition
- Class/Socioeconomic Status

**'inclusive' with its implied power differential, whereas 'expansive' refers to centering power with marginalized people*

VALUES

Authenticity. We are legitimate and true, able to express hope, pride, joy, love, compassion, and support with one another and ourselves.

Bravery. We cultivate emotional strength building spaces for ourselves and one another that inform and redefine safety.

Education. We teach in welcoming, dynamic, fluid, open-hearted, and impactful ways demonstrating we are always learning.

Healing. We believe in holistic, restorative, and transformational approaches and processes.

Liberation. We are committed to racial and economic justice through the work of solidarity, positive representation, equity, and advocacy, to achieve freedom of limits.

ORGANIZATION CULTURE

Our services are based upon a three-tier model of interventions that are designed to reduce isolation, identify individuals in need

of direct support, and increase resiliency of our community members – all while building skills needed to cope with the impact of living in a heteronormative and often rejecting dominant culture. Our work is also grounded within a vision of creating a society that embraces acceptance for people of all sexual orientations and gender identities and expressions.

We are dedicated to the development of Rainbow as a learning organization where board, staff, volunteers, and those we serve can join in co-creation of a culture that truly demonstrates the expression of our mission to build community and promote well-being. We are committed to learning together, sharing our knowledge, empowering each other, and creating an organization that supports the development of compassionate, reflective, talented, innovative, and dedicated employees, interns, and volunteers.

POSITION SUMMARY

The Clinical Department at Rainbow is hiring a compassionate, customer service oriented, and detailed Mental Health (MH) Billing Specialist. Rainbow provides outpatient mental health services, specifically serving lesbian, gay, bisexual, transgender, & questioning LGBTQIA+ communities. Rainbow also provides specific clinic & school-based services to support LGBTQIA+ youth & their families. Rainbow promotes family acceptance, brings families together & improves their ability to communicate effectively.

The Mental Health Billing Specialist is responsible for the maintenance of a major portion of a complex billing operation; assuring that all information on claims submitted to payers is correct. The Mental Health Billing Specialist uses a working knowledge of Medi-Cal billing and how individual payers and work claim denials to assure that all claims are paid. This role oversees the posting of patient payments and monies from insurance carriers in a timely fashion. This position utilizes effective communication and customer service skills, as well as exceptional detailed-oriented organizational skills to support a diverse team and organization.

ESSENTIAL POSITION RESPONSIBILITIES

Claim Submission

- Maintain work operations for billing payers by following policies and procedures and identifying compliance issues.
- Maintain quality results by following set standards for billing and collection procedures and activities.
- Perform general clerical duties as required. This role involves a considerable amount of computer work.
- Drafts and distributes weekly reports of invoicing and billing.

Claim Denial Management

- Work with Billers to make sure all information on claims is correct prior to submission.
- Audit the complex patient claims for arithmetical accuracy, legibility, and compliance with program billing requirements.
- Understand complex reimbursement arrangements and follow up with payors by working to assure that all claims are paid.
- Identify areas to improve claim submission data to reduce claim denials.
- Work to reduce Accounts Receivable by improving accuracy of claims and reducing claim denials.
- Review client and insurance refund requests to ensure request is accurate

Patient/Payor Statements & Collection

- Secure outstanding balance payments for care of patients by posting, adjusting, balancing, and sending regular statements.
- Collect delinquent accounts by establishing payment arrangements with patients/payors; monitoring payments; following up with patients when payment lapses occur.
- Respond to patient/payor questions about claims and resolves billing issues
- Protect the organization by keeping collection information confidential.
- Maintains and/or ensures maintenance of client records related to invoicing and bill payment.
- Provides client support to clients with disputes or inquiries concerning invoices or billing processes.

Additional Functions

- Comply with security, safety and health standards in the workplace, virtual and physical
- Work effectively with a diverse and intersectional colleague, client, network partners, and community population
- Establish and maintain purposeful, clear, and respectful working relationships and be a part of an organizational team that includes clinicians, administrative staff, program staff, and our board of directors
- General program data management evaluation ongoing addressing grievances and adjustments with data systems and protocol
- Partner by meeting with Clinical Director, Executive Director and Leadership Team with tracking and reporting on service targets as indicated in annual strategic plan and program contracts

ESSENTIAL QUALIFICATIONS

- 2 years of experience in Medi-Cal billing.
- 3 years or more experience performing medical billing or medical accounts receivable functions.
- Knowledge of Contra Costa County EPIC system, ccLink, and Medi-Cal billing procedures

- Familiar with CPT and the latest ICD-10, DSM 5 coding guidelines
- Experience working in clinical departments (hospital or mental health facility).
- Experience following regulations including HIPAA, confidentiality, and privacy guidelines.
- Familiarity and embracement of LGBTQIA+ cultures ([SOGIE Handbook](#) as one reference example)
- Proficiency and fluency with Google Workplace
- Experience preferred with Simple Practice and DocuSign.
- Solution-oriented critical thinking and problem solving
- Reliability and timeliness are essential
- Able to handle multiple tasks simultaneously with strong organizational skills and attention to detail
- Strong interpersonal and communication skills required
- Able to work as part of an organizational Administrative Team
- Commitment to cultural humility and work through a lens of social justice
- Effective and kind interpersonal, verbal and written communications skills
- Strong organizational skills and follow through
- Detail-oriented with the ability to balance areas of work and prioritize
- **Commitment, fluency, and working knowledge of key program, development, and management approaches:**
 1. **ACEs Aware:** <https://www.acesaware.org/ace-fundamentals/>
 2. **Asset & Strength-based Practice** <https://positivepsychology.com/strengths-based-interventions/>
 3. **Cultural Humility:** <https://hogg.utexas.edu/3-things-to-know-cultural-humility>
 4. **Depth of Knowledge & Bloom's Taxonomy** <https://www.synergiseducation.com/blooms-taxonomy-and-webbs-depth-of-knowledge/>
 5. **Embracement of LGBTQIA+ Cultures** (SOGIE Handbook as one reference example) https://www.health.ny.gov/prevention/sexual_violence/docs/sogie_handbook.pdf
 6. **Emergent Strategy** <https://fortelabs.co/blog/emergent-strategy-organizing-for-social-justice/>
 7. **Expansive Practices** (pp 25-33) https://www.health.ny.gov/prevention/sexual_violence/docs/sogie_handbook.pdf
 8. **Growth Mindset** <https://www.mindsetworks.com/science/>
 9. **Human Centered Design Process** <https://www.usertesting.com/blog/how-ideo-uses-customer-insights-to-design-innovative-products-users-love>
 10. **Positive Youth Development (PYD) Framework** (universal application though focused on youth) <https://www.youthpower.org/positive-youth-development-pyd-framework>
 11. **Restorative Practice** (partnered with Collective Healing and Transformation-CHAT) http://64.166.146.245/docs/2021/MXCAB/20210717_1852/46141_The%20CHAT%20Project_Measure%20X_FINAL_7-2-21.pdf
 12. **Search Institute's Developmental Assets Framework** (universal assets though focused on youth) <https://www.search-institute.org/our-research/development-assets/developmental-assets-framework/>
 13. **Social and Emotional Learning (SEL)** <https://www.instituteforsel.net/approach>
 14. **Trauma-Informed & Healing Centered Approach** https://www.cdc.gov/cpr/infographics/6_principles_trauma_info.htm

EDUCATIONAL REQUIREMENTS & LICENSES

A combination of education and experience that would provide the necessary knowledge and abilities listed, typically:

- Associates Degree or Equivalent experience

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to represent an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

HOW TO APPLY

To be considered for this position, please submit a cover letter and resume to Rebecca Coffey (rebecca.coffey@rainbowcc.org) with the subject line: **Mental Health Billing Specialist Application**. In your cover letter, please speak to and outline all specific experiences within each of the four parts of this role. Please, no phone calls. Only applicants meeting all of the minimum qualifications may be invited for a virtual interview.

EQUAL OPPORTUNITY

Rainbow provides equal employment opportunities to all employees and applicants for employment without regard to race, religion, color, sex, sex stereotype, gender identity, gender expression, transgender identity (including whether or not you are transitioning or have transitioned), sexual orientation, national origin, ancestry, physical or mental ability, medical condition, genetic information or characteristics, marital status, domestic partner status, age, military or veteran status and any other basis protected by federal, state or local law, ordinance or regulation.

Rainbow is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in organization operations and prohibits unlawful discrimination by any employee of the organization, including supervisors and coworkers.

*Rainbow believes that one of the significant areas our values are established and communicated are within our hiring practices. We look to elevate and create opportunities for the most marginalized people in our society — namely Black Indigenous People of Color (BIPOC), POC, LGBTQIA+ people, and all women. We believe that these communities must be centered in the work we do. Hence, **we strongly encourage applications from people with these identities or who are members of intersectional, marginalized communities.** This is one expression and enactment as to how we transcend our lens from inclusive to expansive.*