



Job Title: Office Manager

Status: Full-time / Salary

Reports to: Executive Director

New Leaf Resources is both a Christian ministry and a professional mental health agency with three locations. This administrative position is responsible for coordinating and monitoring office management functionality, revenue cycle management, quality assurance, staff coverage, problem solving and all medical, administrative, and operational interface / compliance functions in the organization. This position requires broad healthcare and management expertise and provides supervision to designated staff. The position will work collaboratively with the executive director and clinical supervisor.

Duties:

- Administrative –
 - Maintaining equipment
 - Ordering supplies
 - Hourly Payroll
 - Office process & procedures
 - Oversee financial assistance program
 - Insurance oversight and compliance
 - Answering phones, intakes and scheduling clients
 - Facilities Management
 - Maintain clinical scheduling templates for each provider
 - Manage the Gmail staff accounts
- Medical Records –
 - Maintain applicable medical records, including disposal
 - Review patient records – move to inactive
 - Process medical record requests
- Finance –
 - Tracking accounts payable & accounts receivable
 - Oversee coding and insurance billing & patient billing
 - Send monthly statements
 - Monitor delinquent accounts
 - Sign business related checks & make weekly cash deposits
 - Deposit donation money
 - Reconcile petty cash box
- Supervision –
 - Supervise the clerical staff and conduct annual reviews
 - Ensure compliance with patient care and front desk duties
 - Handle complaints from patients
 - Monitor time and attendance for clerical staff and regulate the workflow
 - Hire and train clerical staff members
 - Create work schedules
- Reporting –
 - Complete monthly financial reconciliations (SOS, Bank, Credit Card Company) – submit to finance person

- Complete monthly provider reports - submit to executive director
 - Work with finance person to track down variances
- Credentialing –
 - Update and maintain CAQH accounts for clinical staff
 - Negotiate contracted allowable rates with current and prospective insurance companies (as needed)
 - Submit therapists for insurance paneling

Minimum Qualifications:

- Education: Associate or Bachelor's degree preferred
- Experience: 2+ years' experience in an administrative role at a healthcare practice
- Able to handle sensitive patient information with confidentiality

Special Knowledge, Skills, and Abilities

- Understanding of clinical care standards, regulations, and compliance for mental health clinics in Indiana and Illinois
- Thorough understanding of insurance and billing requirements
- Analytic and decisive decision maker with the ability to prioritize and communicate to key staff
- Excellent interpersonal, communication, and critical thinking skills
- Strong skills encompassing project management, problem-solving, and analysis
- Action oriented, flexible, and innovative leadership style
- Advanced computer skills in Microsoft Office – Excel and Word and data base management
- Proficient in mental health care technology systems including practice management
- Strong organization and leadership skills