



Job Title: Customer Service Representative/Insurance Liaison

Job Group:

Locations: 3176 Abbott Rd., Suite 500, Orchard Park, NY 14217

254 Franklin St., Buffalo NY, 14202

2107 Spruce St., North Collins, NY 14111 (PROS)

Reports to: Abbott Corners Program Director

SUMMARY:

This PROS Customer Service Representative and insurance liaison is responsible for coordination with insurance companies and sending required prior authorizations, setting up MAS transportation, EHR input and data processing, filing, and clerical duties and offering clerical assistance to the three PROS programs as indicated.

RESPONSIBILITIES:

- Updates client information in Electronic Health Record (EHR)
- Verify insurance coverage and managed care authorizations and completes authorization reviews
- Maintains Client Appointments and Counselor Schedules in EHR
- Screens and routes telephone calls and visitors.
- Enter data into and produces reports from EHR. Track Data
- Audits Progress Notes, as needed Reviews Treatment Plans.
- Type's agency correspondence, reports, certificates. Composes routine correspondence. Copies materials. File agency records and materials
- Organize transportation for clients

Knowledge, Skills & Abilities:

Ability to relate, either in person or by phone, to individuals in crisis. Ability to exercise good judgment, courtesy and tact in receiving callers as well as visitors. Ability to establish and maintain good working relationships with other employees, as well as with the general public. Ability to type and file accurately. Ability to understand and follow routine oral and written instructions. Knowledge of the operation/usage of word processing/data entry equipment. Knowledge of appropriate English grammar and usage.

QUALIFICATIONS:

High school diploma or equivalency including or supplemented by courses in typing and computer operations plus one (1) year full time paid experience performing some combination of secretarial and data entry duties OR graduation from two year business school with courses in typing and computer operations. Experience with medical insurance and verifications desired.

To apply, please use the following link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=lsbehavior&jobId=220526&lang=en_US&source=CC2