

BEHAVIORAL HEALTH ADMINISTRATIVE ASSISTANT I/II

DEFINITION

Under general supervision, to perform a full range of clerical duties in a clinical business office and to perform related work as required.

DISTINGUISHING CHARACTERISTICS

Behavioral Health Administrative Assistant I: This is an entry level class and the incumbent learns to perform a variety of clerical functions in the Behavioral Health Department relating to billing, admissions and patient representative work. Assist the public or other County staff with specialized Department procedures; to learn and provide a variety of information about Department policies and procedures; to perform a variety of technical and office support assignments; and to do related work as required. Incumbents in this class are expected to have substantial general office support and public assistance experience and be capable of quickly learning a specialized and technical support area. When sufficient knowledge has been demonstrated and experience requirements are met they may expect promotion to Behavioral Health Administrative Assistant II.

Behavioral Health Administrative Assistant II: This is an advanced level class in the administrative series Incumbents perform a variety of specialized and confidential administrative, secretarial and clerical work requiring to perform multiple business office clerical functions in the Behavioral Health Department relating to billing, admissions and patient representative work. Processing financial claims to various vendors and hospitals. Assist the public or other County staff with specialized Department procedures; Provide a variety of information about Department policies and procedures; to perform a variety of technical and office support assignments; and to do related support work as required.

REPORTS TO

Behavioral Health Fiscal Officer and Department Administrative Services Officer.

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

BEHAVIORAL HEALTH CLINIC ADMINISTRATIVE ASSISTANT – 2

EXAMPLES OF DUTIES:

- Serves as an office receptionist greeting visitors and answering the telephone.
- Providing information and referring calls and visitors to appropriate staff.
- Interview patients to obtain financial, social, and medical information for admission and billing purposes.
- Reviews, evaluates, verifies, and enters admission documents and information into the electronic health record system (EHR).
- Evaluates medical and billing documents to determine charges, accuracy, completeness, and conformance with applicable rules and regulations.
- Tabulates and balances charges; investigates and resolves errors; obtains missing billing information from other medical records and/or patients.
- Determines insurance carrier for billing; figures proration of liability between patient, insurance carrier, Medi-Cal, Medicare, or Short-Doyle.
- Keeps a variety of financial, accounting, and statistical records.
- Answers routine questions from patients and insurance companies.
- Reviewing and determining file scanning classification. Scanning documentation into EHR.
- Database and records management.
- Performs related duties as assigned.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 40 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; occasionally works outside; some variations in temperature and humidity; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Modern office methods, procedures, and equipment and business writing.
- Basic interviewing techniques.
- Practices and terminology used in clerical, accounting, and in a medical setting.

BEHAVIORAL HEALTH CLINIC ADMINISTRATIVE ASSISTANT – 3

Ability to:

- Make arithmetical computations of moderate difficulty.
- Ability to elicit information from patients related to admissions and billing.
- Learn computerized and manual private and program (Med-iCal and Medicare) regulations and insurance billing procedures.
- Interpret rules and regulations for patients and others.
- Ability to perform responsible, confidential, clerical work with speed and accuracy.
- Ability to monitor and control patient records to ensure required confidentiality, following HIPAA regulations.
- Use standard medical office equipment including electronic health record system.
- Ability to analyze situations accurately and adopt effective courses of action in emergencies.
- Deal effectively and tactfully with the public, staff, and other community members.
- Ability to learn new laws, regulations, and procedures pertaining to mental health, substance use case records and reports.
- Work cooperatively with other departments and outside agencies.
- Work independently in the absence of supervision.

TRAINING AND EXPERIENCE

Behavioral Health Administrative Assistant I:

- Equivalent to completion of the twelfth grade.
- At least two (2) years of responsible experience performing a variety of administrative and office work, including substantial experience in public contact. Education or work experience performing admissions, billing, and/or duties related to billing and collections work is highly desirable.
- Other combinations of education and experience may be considered.

Behavioral Health Administrative Assistant II:

- At least one (1) year of responsible experience performing a variety of administrative and office support work at a level equivalent to Behavioral Health Administrative Assistant I with Plumas County. At least one (1) year of experience performing admissions, billing, and/or duties related to billing and collections work.
- Special training and education in the business administration related fields is highly desirable.
- Other combinations of education and experience may be considered.

BEHAVIORAL HEALTH CLINIC ADMINISTRATIVE ASSISTANT – 4

SPECIAL REQUIREMENTS

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.