Our client is expanding their Mountainside office team and is seeking a **Bilingual Access Specialist**. The Access Specialist is the first point of contact for all referrals: Outpatient (OP) and Intensive In-Community (IIC). The Access Specialist registers new clients according to process, ensures accurate data entry and secures an appointment for OP services or a clinician or a BA for IIC services. Additionally, the Access Specialist maximizes scheduling efficiencies and access to care by managing the waitlist, no-shows, and cancelations.

Duties and Responsibilities:

* Answer calls, emails, e-facsimiles, online referrals and respond to all referrals according to targets.
* Conduct Telephonic Intakes; create/update and enter data in the client chart profile in the respective Electronic Medical Record (EMR).
* Schedule Intakes and Psychiatric Evaluations for the Outpatient program.
* Provide client portal instructions/reset passwords for new clients.
* Secures initial insurance payment info (Medicaid and commercial insurance check, offer sliding scale, if necessary, etc.) and validates insurance coverage, if applicable.
* Follow up on initial 3560 authorizations (request, documents, etc.).
* Manage the company waitlist after Intake; includes monitoring clinician/APN schedules for cancellations, discharges, openings to reschedule and fill open spots.
  + Communicate regularly with those on the company waitlist.
* Check psychiatric/clinical schedules for following day appointments; follow the process to notify team if cancellations have occurred and actively attempt to fill all cancelled appointments.
* Ensure all medication management appointments have a next appointment scheduled for follow up on the calendar.
* Reschedule all no-show/cancelled appointments (intakes, psychiatric, clinical) and remind clients of no-show and attendance policy.
* Assign, track, and monitor open referrals and inquiries for the Intensive In-community program.
* Review CYBER daily for reauthorizations and BPSs; enter in software system.
* Follow the defined IIC BPS process for all BPS requests.
* Liaise with the Medical Record Administrator as needed.
* Perform duties as assigned.

Qualifications:

* Minimum of a High School diploma; or Bachelor’s Degree in Social Work, Psychology, or related health field with relevant experience.
* One or more years’ experience in customer service or other healthcare setting.
* Experience working with an EMR system is a plus.
* Spanish fluency required.
* Proficient use of Word, Excel, and PowerPoint programs a plus.
* Working knowledge of basic computer functions i.e., typing, email, etc.
* Excellent interpersonal skills in working with individuals and groups (e.g., listening and following directives).