



Job Title: **Billing Operations Specialist**

Objective: Therapy Changes is looking for exceptional professionals who demonstrate our core values and want to be part of a multi-specialty team who empower positive change in the lives we touch. This role is vital in ensuring that all billing processes run smoothly and efficiently. The primary responsibility of this position focuses on the smooth daily billing operations of a group psychology practice.

Experience: The ideal candidate for this position is detail oriented, able to problem solve and interact with a high level of professionalism. We are looking for someone who is self-motivated, takes initiative and works independently as well as with a team. They must be able to communicate effectively with compassion, safeguarding positive client relations.

Qualifications: *Minimum requirements:*

- Higher education or associate degree equivalent
- Minimum one (1) year of experience in customer service
- Excellent organization and time management skills
- Strong verbal and written communication skills
- Adept at working with data and numbers

Preferred requirements:

- Experience in office setting, healthcare, or billing
- Skilled using Microsoft Excel

Responsibilities: *Responsibilities include, but are not limited to:*

- Perform insurance verifications and determine benefit eligibility
- Effectively communicate billing information
- Scrub and submit claims
- Process Explanation of Benefits (EOB) & billing related mail
- Post payments
- Generate billing reports
- Manage accounts receivable
- Research and resolve unpaid and denied insurance claims
- Generate client superbills, invoices, letters and statements
- Prepare weekly bank deposits
- Recommend updates to billing procedures as identified
- Perform general office tasks
- Assist with administrative projects

Compensation: Hybrid position is 30-40 hours per week. Starting salary range is \$22 - \$28 per hour. Benefits include paid holidays, sick and vacation time. Retirement plan offered after 1 year.

How to Apply: Please send a letter of interest and resume to Lisa@TherapyChanges.com