



# Engagement Specialist

Lee Carlson Center for Mental Health & Well-Being is a 501c3 non-profit and the primary provider of outpatient mental health services in Anoka County and surrounding areas. Each year we offer hope and healing to more than 6,000+ individuals and families struggling with a variety of emotional health issues. Services include clinic, home and school-based counseling and individual, family and group therapy as well as psychological testing, assessment and psychiatry.

A beacon of hope and healing for over 40 years, our mission is to provide exceptional and affordable mental health services to families, children, youth, and adults

The *Engagement Specialist* provides front desk reception and billing support to all clinic sites as well as works collaboratively with all staff in order to provide with exceptional service to customers of the agency

## **Duties and Responsibilities**

### **Front Desk Reception and Client Engagement**

- Helps customer fully leverage their health insurance benefits while also developing payment plans within agency guidelines
- Helps customers find and gain access to appropriate care in consultation with clinical leadership while managing capacity metrics and informing leadership of program enrollment capacity, barriers and opportunities.
- Update and maintain database(s) to record and track various agency operations
- Verify insurance for all clientele and accurately explain the clients benefits
- Coordinate client appointments and scheduling support for meetings and presentations for the clinic within agency's EMR system
- Obtain and enter client data, as well as billing and insurance information
- Answer and direct inquiries from clients, referral sources, payers and co-workers by providing timely and accurate responses
- Collect and process client insurance co-pays at the time of appointment
- Provide administrative assistance to staff, scheduling appointments, meetings, writing letter of thanks, appreciation, etc., making templates for forms
- Maintain and clean common areas throughout the building
- Provide miscellaneous clerical/computer duties for program staff
- Works collaboratively with clinical staff and clients on quarterly revivification of SLMH grant paperwork
- Coordinate and communicate clearly and concisely both verbally and in writing with peers, management, & patients regarding the collection process
- Communicate with all Administrative staff through bi-weekly meetings regarding where LCC stands on payment with providers and patients
- Work with insurance providers to expedite the collection process and ensure any pre-authorization
- Answer patient inquiries regarding status of accounts and document conversation in appropriate patient records on computer or client file.
- Other duties as assigned by management



## Qualifications

- Education and/or Experience: Bachelors level or 5 years' experience
- Language Skills: Must be able to effectively communicate information and ideas in English both orally and in writing.
- Mathematical Skills: Ability to add, subtract, multiply and divide numbers and ability to calculate percentages.
- Physical Demands: Ability to lift a minimum of 25 pounds.
- Work Environment: Position requires travel between clinical sites and satellite clinic locations
- Other Skills Required: Must be proficient in using Windows Operating System as well as Microsoft Office applications and Electronic Medical Record (Microsoft Word, Excel, PowerPoint, Access and EMR system).
- Reasoning: Must be able to solve complex problems independently and demonstrate strong interpersonal skills.
- Ability to achieve and maintain status of "not disqualified" upon completion of criminal background studies.
- Ability to maintain a valid driver's license, proof of drivers insurance, a satisfactory driving record and reliable transportation.

## Benefits include, but are not limited to:

- Competitive salary based upon experience, plus hiring bonus for several programs
- Choice of 2 HealthPartners health plans, dental and vision insurance, employer paid life insurance and long term disability, 403(b) Retirement Account with company match, and Employee Assistance Program available.
- Generous time off, including 3 weeks of personal time, as well as 10 all-agency days off.
- Opportunities for internal career advancement
- Reimbursement of license exam, license renewal fees, and mileage when applicable
- Competitive training program in evidence-based practices
- Professional Development Plan supported by the agency, as well as opportunities for internal career advancement
- Organizational commitment to staff wellness, diversity, equity, and inclusion
- Working closely with a team of diverse and committed mental health professionals to make a difference in the community

**To apply please send a resume and cover letter with interest to [apply@leecarlsoncenter.org](mailto:apply@leecarlsoncenter.org)**

**Equal Opportunity Employer** - Minorities / Women / Protected Veterans / Disabled.

*Lee Carlson Center for Mental Health & Well-Being is an Equal Employment Opportunity/Affirmative Action employer. If you have a disability or impairment and as a result you not able to complete an online application, please contact the Lee Carlson Center for Mental Health & Well-Being Human Resource Department at 763.780.3036 ext 835.*

*Lee Carlson Center for Mental Health & Well-Being does not discriminate against any qualified applicant or employee because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, familial status, membership or activity in a local human rights commission, or status with regard to public assistance in implementing the policy concerning non-discrimination based on national origin or religion.*