



Job Description

Job Title: Medical Office Assistant/Receptionist, Grade 4
Reports to: Mental Health Clinic Operations Manager
FLSA Status/Schedule: Non-Exempt; full time: day, evening and Saturday hours
Location: Split between Syracuse and Fulton Mental Health Clinics

ARISE's mission is to work with people of all abilities to create a fair and just community in which everyone can fully participate.

Qualifications:

- Medical Office Assistant degree required
- Prior work and/or internship experience in a mental health setting
- Excellent interpersonal skills with demonstrated ability to function autonomously and as a team member
- Excellent organizational skills with attention to detail
- Proficiency in MS Word and Excel
- Experience working with electronic medical record systems
- Demonstrated transcription skills
- Knowledge of mental health practices for children and adult

Essential Functions:

- Greet clients upon arrival, welcome them to ARISE, assure their comfort, complete check in process, collect copayments
- Schedule clients, using EHR (EVOLV)
- Communicate via telephone and/or fax involving prescriptions for clients and process the requests with the prescribing provider
- Manage telephone calls relating to client medical reactions to side effects of prescribed medications, routing with appropriate urgency to assure client's wellbeing
- Facilitate approval for prescriptions with insurance companies
- Assist Psychiatrists/NPPs with completing paperwork for clients, and obtaining medical records as required
- Provide assistance with insurance verifications, approvals, help prepare fee agreements
- Confidentially fax insurance forms as needed
- Create, update and maintain spreadsheet to track above activity
- Prepare medical records as directed, ensure releases are obtained as required
- Prepare charts for the Psychiatrists/NPPs, ensuring that all medical records and proper paperwork are included in the chart prior to each client's visit
- Call clients who missed appointments and reschedule
- Make timely reminder calls for client appointments
- Obtain lab information and results as required
- Manage and order office supplies as needed
- Make supervisor and/or clinic staff aware of safety concerns in waiting room
- Assist with client intakes when needed
- Obtain vitals on clients
- Work the agreed upon schedule which will include evenings and weekends
- Participate as a member of the ARISE Mental Health services team
- Attend trainings, meetings and other agency-related activities

- Uphold code of ethics, code of conduct and all ARISE policies and procedures
- Exercise sound judgment as a matter of course, and hold protected health information and other sensitive information in the strictest of confidence in accordance with ARISE and HIPAA policies
- Consistently represent ARISE professionally by demonstrating the highest ethical standards
- Perform other duties as assigned

Benefits:

- Generous paid time off includes:
 - 12 holidays
 - 20 Earned Time Off days in years 1 & 2; increases to 25 ETO days after 2 years
- Participation in the 401(k) plan can start soon following date of hire; employer match after one year includes 100% vesting immediately
- Very affordable, comprehensive group medical insurance coverage, as well as dental and vision coverage
- Flexible spending arrangement (medical / dependent care)
- Free life insurance and long term disability coverage
- Free / Confidential Employee Assistance Program
- Option to enroll in voluntary benefit plans at annual open enrollment