

## Bilingual Patient Services Representative Level 1 – Kennewick, WA – Full-time

### Position Overview:

As a Patient Services Representative Level 1 at our behavioral health agency, you will be an integral part of our team, providing compassionate support and efficient administrative assistance to our clients and staff. Your role is crucial in ensuring that our clients receive the care they need while maintaining confidentiality and professionalism at all times. This entry-level position requires strong interpersonal skills, attention to detail, and a commitment to serving individuals with behavioral health needs.

### Key Responsibilities:

#### 1. Client Interaction and Support:

- Welcome clients and visitors to the agency with empathy and understanding.
- Assist clients with inquiries, appointment scheduling, and completion of necessary forms.
- Provide information about available services, programs, and resources offered by the agency.
- Handle client inquiries and concerns with sensitivity and confidentiality.
- Maintain confidentiality of client information in accordance with HIPAA regulations.

#### 2. Administrative Duties:

- Perform administrative tasks such as data entry, filing, and maintaining client records.
- Coordinate client appointments and schedules with therapists, counselors, and other staff members.
- Verify client insurance coverage and assist with billing and payment processing.
- Ensure accuracy and completeness of client documentation and forms.

#### 3. Communication and Collaboration:

- Communicate effectively with clients, families, and agency staff members.
- Collaborate with clinicians and case managers to ensure coordinated care for clients.
- Serve as a liaison between clients and external healthcare providers or community resources.
- Participate in team meetings and provide input on improving client services and administrative processes.

#### 4. Insurance Verification:

- Obtain and verify insurance information from patients, including policy numbers, coverage dates, and primary care physicians.
- Contact insurance companies to confirm patient eligibility, benefits, and coverage for specific services or procedures.
- Review insurance documentation for accuracy and completeness, resolving any discrepancies or issues as needed.
- Document insurance verification details accurately in patient records or electronic health records (EHR) systems.
- Maintain organized records of insurance verification activities, including correspondence with insurance companies and updates to patient information.
- Ensure compliance with HIPAA regulations and confidentiality standards when handling patient information and insurance documentation.

## Qualifications & Skills:

- High school diploma or equivalent; additional education or training in psychology, social work, or healthcare administration is a plus.
- Bilingual: Spanish and English
- Previous experience in a customer service or administrative role, preferably in a behavioral health or healthcare setting.
- Previous experience in a medical office or healthcare setting, particularly in insurance verification or billing, is preferred.
- Knowledge of health insurance terminology, policies, and procedures.
- Knowledge of behavioral health terminology, issues, and resources are desirable.
- Excellent communication and interpersonal skills, with the ability to interact compassionately with clients from diverse backgrounds.
- Strong organizational skills and attention to detail in handling administrative tasks and client documentation.
- Ability to maintain professionalism and confidentiality in sensitive situations.
- Proficiency in basic computer skills and familiarity with electronic health records (EHR) systems.
- Ability to work independently and part of a team in a fast-paced environment.

**Payrate:** Starting at \$35,360 annually

**Benefits:** United Family Center offers medical and dental benefits.

**Generous Paid Time Off (PTO):** We understand the importance of taking time off to relax, recharge, and spend quality time with family and friends. Our generous PTO policy allows you to do just that without worries.

Join United Family Center and be part of a dynamic team where your contributions are recognized, and your well-being is a top priority. Apply now to experience the benefits of a flexible work environment and the potential for personal and professional growth.

Please email cover letter & resume to [info@unitedfamilycenter.com](mailto:info@unitedfamilycenter.com) or apply at [unitedfamilycenter.com/careers](https://unitedfamilycenter.com/careers).