



Cow Creek Government Office

Behavioral Health Reception

Job Code: 2460
Department: CCH&WC
Location: Canyonville, OR
Minimum Hourly: \$15.12
Mid-Range Hourly: \$17.01

POSITION PURPOSE:

The Behavioral Health Receptionist is the first impression patients and guests have of the Cow Creek Health & Wellness Center and the Cow Creek Tribe. The position provides outstanding customer service while gathering data, schedule appointments, providing accurate, helpful information to our patients and users.

ESSENTIAL FUNCTIONS:

- Answer multi-line telephone system and direct all incoming phone calls to the appropriate staff. Take complete and accurate messages.
- Provides professional customer service by greeting patients in a polite, prompt, helpful manner & provides any necessary instruction or direction.
- Obtains & enters new patient demographics; updates insurance & patient information with each visit to maintain accuracy for billing.
- Schedules future patient appointments utilizing EHR & scheduling GUI: Books, coordinates & reschedules appointments as needed.
- Maintain filing & ensure security of medical records, performing specialized functions and special projects as directed.
- Perform clerical and support duties as assigned by Behavioral Health Manager, Office Manager, Medical Director and/or Health Director; Assist staff with various tasks as assigned.
- Collects all co-pays & balances as required by office policies. Understands & can apply payments to balances.
- Distribute incoming mail, utilizing established timelines and accuracy.
- Maintain strictest confidentiality; adheres to all HIPAA guidelines/regulations.
- Maintain a working knowledge of all programs offered by the Health & Wellness Center.
- Assistance with organizing of health fairs, seminars, and travel arrangements.

QUALIFICATIONS:

- Ability to commute to all clinic locations.
- High school diploma or GED.

- Two years relevant working experience required in a medical office; preference to someone that has worked in the Behavioral Health field.
- Efficient with Microsoft Outlook, Excel, Power Point and Word programs.
- Must understand and adhere to all HIPPA guidelines/regulations.
- Working knowledge of office procedures, office equipment, word processing/computer experience and knowledge of government program rules and regulations.
- Must demonstrate proven effective interpersonal communication skills.
- Demonstrate the ability to work effectively with staff, local agencies, and individuals from different cultural & ethnic backgrounds in a friendly and professional manner.