



JOB DESCRIPTION

Position: Mental Health Receptionist and Biller

Employment type: Full or Part-time

Office Location: Lake County Office (300 Knightsbridge Pkwy, Lincolnshire, IL 60069)

Supervisor: Director of Mental Health Center

DESCRIPTIONS:

This position will assist the Director of the Mental Health Center in growing Hanul's mental health programs and Services by serving as a liaison between patients, healthcare providers, and administrative staff. Activities include administering intakes, scheduling appointments, creating invoices and billing, assisting with calls, providing tech support for virtual clients, etc. This position also plays a critical role in the administrative side of mental health care, ensuring that accurate and timely billing processes are in place.

RESPONSIBILITIES:

- Greet and check-in patients, collect accurate information, and verify insurance details.
- Efficiently manage appointment scheduling, coordinating with medical staff for any changes.
- Handle phone calls and emails, addressing inquiries, scheduling appointments, and providing information.
- Maintain up-to-date and confidential patient records in the electronic health records (EHR) system.
- Review and process medical claims for accuracy and completeness
- Verify patient insurance coverage and obtain necessary authorizations
- Submit claims electronically or by mail to insurance companies
- Follow up on unpaid or denied claims and resolve billing issues
- Maintain patient billing records and update information as needed
- Answer patient inquiries regarding billing and insurance coverage
- Collaborate with healthcare providers to ensure accurate coding and documentation
- Adhere to HIPAA regulations and maintain patient confidentiality

REQUIREMENTS:

- Previous experience in medical billing or related fields preferred
- Knowledge of medical billing systems and software
- Familiarity with medical terminology and coding procedures
- Must be bilingual in Korean and English
- Strong attention to detail and accuracy in data entry
- Excellent organizational and time management skills



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- Ability to multitask and prioritize workload effectively
- Strong communication skills, both written and verbal
- Proficient in using computer systems for data entry and record keeping

Note: This job description is intended to provide a general overview of the position. It is not an exhaustive list of all responsibilities, duties, requirements, or working conditions associated with the role.

Application Process: Interested candidates are invited to submit their resume, cover letter, and references to career@hanulusa.org. Please include "Mental Health Receptionist and Biller" in the subject line.

Hanul Family Alliance is an equal-opportunity employer. We encourage applications from candidates of all backgrounds and experiences. Visit www.hanulusa.org to learn more about the organization.

Join us at Hanul Family Alliance, where your passion meets purpose. Make a difference in the lives of Korean older adults and immigrant communities in the Chicagoland area.



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