ROOTS AND BRANCHES THERAPY, PLLC.
34 Plaza Street E P109, Brooklyn, NY 11238 www.rootsandbranchestherapy.nyc ☎646-490-1930 646-809-8580

Title: Part-Time Contract Client Care & Billing Associate

Company Mission Statement
Here, at Roots & Branches Therapy, we feel it is a privilege to bear witness to the story of your roots as you branch out towards your goals. We endeavor to serve a diverse client base providing insight, empathy, honest feedback, and tools to help you overcome obstacles and difficult circumstances. We utilize evidence-based treatments, and our team of skillful practitioners is diligent in their own continuous professional development to serve you better. Our mission is to empower our clients to courageously pursue lives of genuine connection, professional fulfillment, wondrous adventure and mindful acceptance.

Note to Applicant:
We are interviewing candidates for 2 possible versions of this position. Historically, this has largely an opportunity to learn the backend operation of a private practice for MSW, MHC, or MFT students. However, as our practice expands and our existing client care and billing associates approach graduation, we are interest in seeing if there are any folks out there looking for a 20-25 hour per week, flexible hours work from home position that might eventually grow with the business into a full-time role. The job description below is wide in its hours and pay ranges because of this.

Requirements
- A minimum availability of 6 hours per week/maximum of 25 hour per week
- Comfort learning and adapting to technology, including:
    - Phone apps
    - Web-based software
    - Microsoft Office Suite
- Flexibility and excitement about being part of a team building a new practice
- Humor and grace about the enviable obstacles and missteps we will face together

Compensation
Historically, the starting payrate for this position for students has been $16.67/per hour, $18.50 after 6 months of good performance, and $20 after the first year. If we hired a non-student working 15-25 hours per week, we would reconsider the rate. Payroll is bi-weekly on Fridays. Administrative training time will be paid as long as agreed upon in advance. The client care and billing team has access to watch/attend clinical trainings/videos and observe group supervision, but you will not be paid for these activities.

As we grow, Roots & Branches working towards quarterly informal check ins and annual formal reviews and compensation increases each April to discuss. employee performance and job satisfaction. Standard compensation increases will be 0-4% based on performance. Larger increases in compensation the addition of benefits, perks, bonus/profit share will be discussed, if:
- Additional responsibilities beyond those outlined on the below Job Description are added
- Contact employee is asked to commit to a regular schedule

Sick Time
In compliance with New York State Law, once you work 80 hours, you will be allowed sick time. You will accrue sick time at a rate of 1 hour for every 30 hours worked with a maximum of 40 hours. When you need to take sick time please text your fellow administrative team members and Nicole Gonzalez immediately to ensure coverage of your areas of responsibility.

Paid Time Off

After 90 days of employment, Roots & Branches Therapy is offering 28 days of personal/vacation/holiday pay per year. For each vacation day, we will pay your daily average earnings (total hours worked for Roots & Branches/number of days employed). You may use this time for sick days as well. Vacation time will be approved on a first come first serve basis and therefore we encourage you share you vacation plans with your administrative colleagues and supervisor as soon as you know of your plans. You may work whatever days/times you like providing that (in coordination with your colleagues):

- Calendar Changes are made and copays are charged within 24 hours
- Billing is completed for each appointment within 1 week
- Denials are managed within 1 week of receipt
- Client communication is returned within 24 hours between the hours of 9:00 am and 9:00pm.
- If clients urgently need a schedule switch for the same day, we ask that you do what is within
- your power to answer immediately.
- New client set-up in Simple Practice and their documents are sent within 24 hours of clinical
- approval
- Any other ad-hoc tasks assigned are completed by their mutually agreed upon deadline

Responsibilities

This position's responsibilities include:

- Client communication and billing such as (but not limited to):
    - Scheduling and rescheduling appointment and clinical screening
    - Questions about billing
    - Collecting and refunding payments
    - Providing receipts/invoices
    - Requesting and collecting new client paperwork
- Insurance communication
- Supporting principal (Nicole) in:
    - Investigating best practices/next steps for Roots & Branches
    - Ensuring timely completion of documentation
    - Ordering supplies
    - Setting-up/researching service contractors
    - Accounting Tasks
- Setting up new clinicians in CAQH and applying for insurance panels
- Checking insurance coverage, eligibility and deductibles
- Checking and submitting claims
- Following-up on denials or unpaid claims
- Proof-reading marketing materials and updating marketing vehicles such as (but not limited to):
    - ZocDoc
    - Yelp
    - Psychology Today
    - Client email blasts
    - Facebook
    - Instagram
    - Therapy community
        - Brooklyn Therapists Goggle Group
        - Clinicians Collective
        - Colleague Eblast

Company Equipment
We are asking that you use your own laptop and cell phone, which must have encryption and virus protection software. As a contract employee, any office supplies, equipment, and services (such as internet access, cell phone service) is partially tax deductible on your personal tax returns.

HIPPA Compliance
You will be required to watch a training video about HIPPA compliance in your first week. For HIPPA compliance, you must use double authentication and passwords on all your devices. In the meantime, All information/communication will be digital. No information should be stored on your hard drive or phone. All information and client communication will be on approved applications:

- Simple Practice
- Spruce
- Outlook Email (web or app)
- Office 365 Microsoft Office Apps

Avoid printing anything out. If you must print something out, shred immediately after use. Do not use client names or other PPI (Personally Identifiable Information) in your signature line. Email is only HIPPA compliant if:

- You send the client the email from your Roots and Branches email
- The client is replying to your email