

## **Job Summary:**

The Administrative Assistant facilitates the efficient operation of the assigned department by performing a variety of clerical and administrative tasks. The person in this position will assist with a variety of duties such as onboarding/offboarding, credentialing of licensed staff, contract monitoring, internal and external communications with stakeholders including dealing with insurance companies, as well as handling finances (billing and invoice processing). This position is responsible for the input and management of the credentialing process for all clinical staff. This is a confidential position/HIPAA compliant.

This position is part of a team of clinical, support, and administrative staff, with a group practice who integrate Faith (Judeo-Christian), Modern Science, and age-old wisdom, in its work and service delivery. The person in this position is part of a group practice based on Judeo-Christian principles and values, within a framework of culture and diversity. The person in this position is not required to be a Judeo-Christian but must demonstrate natural innate qualities which are in alignment with faith-based principals and standards (i.e., kindness, fairness, truth and authenticity, dignity, respect, loving others as themselves, reliance on a higher source.), including the golden rule -do unto others as you would have them do unto you – loving others. The owner’s ultimate purpose through her businesses is to fulfill 2 basic principles: Loving God who is One, and loving others as we love ourselves.

### ***Location:***

- Houston, Texas area (zip codes: 77070/77377)
- Hybrid: In-person and remote option available, based on state guidelines as related to COVID-19
- Flexible schedule

### ***Supervisory Responsibilities:***

- None.

### ***Duties/Responsibilities:***

- Provide support to a multi-state group practice.
- Answers and transfers phone calls, screening when necessary.
- Create, organized, and distribute the credentialing paperwork
- Assist clinical staff with the completion of the credentialing paperwork
- Submit credentialing paperwork to respective payor source and follow up.
- Provide training in the credentialing process
- Screen all potential clinical staff for eligibility for credentialing in collaboration with HR department
- Work collaboratively with HR to verify background information of clinical staff, including licensure verification, background checks, education verification, etc.
- Create and maintain an electronic credentialing file for all providers
- Monitor expiration and renewal for credentialing.
- Periodically audit clinical staff files.

- Monitoring and submit system reporting as per contract agreement, to insurance companies to meet federal and state guidelines
- Work collaboratively with Administration to develop policies and procedures regarding office onboarding/off boarding, credentialing, and contract monitoring.
- Assist with billing and claims processing, as well as financial reporting.
- Attend all staff and schedule meetings
- Performs other related duties as assigned.

***Required Skills/Abilities:***

- Excellent organizational skills and attention to detail.
- Extensive knowledge of office management systems and procedures.
- Ability to operate general office equipment.
- Excellent written and verbal communication skills.
- Ability to type 50 words a minute.
- Proficient in Microsoft Office Suite or similar software.
- Ability to maintain confidential information.

***Preferred Skills/Abilities:***

- Bilingual – Haitian Creole
- Familiarity with Electronic Health Records

***Education and Experience:***

- High school diploma or equivalent required.
- Administrative training
- one year of administrative assistant experience preferred.

***Physical Requirements:***

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.