



POSITION EXPECTATIONS

TITLE: Revenue Cycle Specialist – Part Time

Our mission is to provide community-centered mental health services that empower individuals and families to build resilience and lead lives filled with meaning, connection, and hope.

Job Summary: The Revenue Cycle Specialist is a key member of the finance team at Thrive Counseling Center, responsible for supporting accurate, timely, and compliant revenue cycle processes. This position plays an essential role in the coordination of insurance verification, claims submission, payment posting, denial management, and select credentialing tasks. The specialist collaborates closely with the Revenue Cycle Supervisor, as well as clinical and administrative teams, to ensure effective billing workflows and communication with external payers. Through strong attention to detail and a deep understanding of healthcare billing, the Revenue Cycle Specialist helps maintain the financial stability of the organization.

Essential Job Functions/Responsibilities:

Revenue Cycle & Billing

- Assist with insurance verification, billing, claims submission, payment posting, and account reconciliation.
- Handle patient billing, including generating and sending statements, answering billing inquiries, and processing payments.
- Follow up on unpaid or denied claims, including contacting payers, correcting claim issues, and resubmitting as necessary.
- Maintain accurate insurance authorizations, monitor service utilization, and notify clinical staff of expiring authorizations.
- Review client accounts regularly for accuracy and resolve discrepancies.
- Post insurance and client payments and assist with daily reconciliation and deposit preparation.
- Ensure all billing activities comply with HIPAA and Illinois Mental Health Confidentiality laws.
- Collaborate with the Revenue Cycle Supervisor to improve billing workflows and address recurring issues.

Credentialing Support

- Assist with initial credentialing and recredentialing processes for clinical staff.
- Help gather and update provider documents such as licenses, malpractice insurance, and CAQH profiles.
- Support submission of credentialing applications to commercial insurance payers, Medicare, and Medicaid.
- Maintain internal tracking systems and credentialing documentation.

Other responsibilities:

- Communicate professionally with insurance companies, clinical providers, and internal teams.
- Provide support across departments to ensure smooth and accurate billing and credentialing processes.
- Participate in departmental meetings, training, and ongoing professional development.
- Perform other duties as assigned by the Revenue Cycle Supervisor or management team.

Qualifications:

- High school diploma or general education degree (GED) required, Associate's degree or higher in a related field preferred.
- A minimum of 2 years of experience in credentialing and/or billing, preferably within the mental health or healthcare industry.
- Knowledge of state and federal regulations governing healthcare credentialing, particularly for community mental health centers.
- Familiarity with medical insurance, Medicaid, Medicare, and managed care organizations.
- Experience with credentialing databases (e.g., CAQH, PECOS, NPPES, CMS) is highly preferred.
- Strong attention to detail and the ability to manage multiple tasks and deadlines.
- Excellent communication and organizational skills.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee is frequently required to use hands to key, handle, or feel and reach with hands and arms.
- The employee is regularly required to sit, stand and walk.
- The employee must occasionally lift and/or move up to 25 pounds.
- The employee is frequently asked to access non-handicap accessible buildings.
- Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- The position description should not be construed to imply that these are the only duties, responsibilities, and qualifications for the position. Incumbents may be required to follow any additional related instructions, acquire related job skills and perform other related work as required.
- The employee may be required to work evenings and weekends

Culture, Values, and Philosophy:

Thrive employees are expected to uphold the organization's values of Compassion, Diversity, Equity, & Inclusion, Collaboration, Accessibility, and Innovation. Thrive employs a person-centered model of care and respects the people we serve as the authority on themselves and their needs. Thrive is only successful when it is fully integrated into the community and expects our employees to participate in a larger system of partners and resources. We meet our clients' needs on a continuum of care based on Maslow's hierarchy and make our best effort to support them at every level.

Thrive fosters continued professional development and believes in the importance of employees maintaining their own personal well-being. Our team is committed to nurturing a work environment where all feel supported and valued. We honor this commitment by approaching each other with compassion, embracing humility, counseling rather than canceling, appreciating authenticity, assuming responsibility, and recognizing when it is time to speak up or step back.

ACCEPTED: _____

Date: _____