



Job Description Admissions Manager

The Mountain Center's (TMC) Admissions Manager is responsible for overseeing the intake process for patients seeking behavioral health services for our Outpatient Therapy program as well as supporting the intake process for our Transitional Living Program. This role includes ensuring the smooth and efficient processing of new admissions, maintaining accurate and complete patient records, and ensuring that TMC's policies and regulatory requirements are met. The Admissions Manager will work closely with the clinical leadership team.

Name: _____

Reports to:

Key Responsibilities:

Admissions Process Management:

- Performs and leads client intakes for Santa Fe Counseling services office, and other programs as assigned.
- Oversee all aspects of the patient admission process, ensuring accuracy and efficiency.
- Conduct initial screenings of new clients to determine eligibility for services and ensure proper documentation is obtained.
- Collaborate with clinical staff to assess patient needs and ensure appropriate treatment options are recommended.
- Ensure that all required intake documentation, consents, and insurance verification forms are completed and accurate.
- Upload BPS In EMR for referred clients.

Coordination and Communication:

- Assign assessment for new clients.
- Manage waitlist with support from Clinical Directors, as well as support client communication and engagement that are on the waitlist.
- Assists and trains staff in the use of EMR systems.
- Answers phone and gives information to callers, routes calls to appropriate staff members.
- Track and communicate with the clinical director(s) about all new client referrals.
- Manage TMC's information and referrals received from Open Beds, Unite Us, and Psychology Today.
- Assist clients with sliding scale paperwork, when appropriate.

- Sets up Treat First accounts for outpatient therapists in Falling Colors.

Customer Service and Support:

- Supports creating a trauma-informed environment that is a supportive experience for new clients and their families during the admissions process.
- Greets visitors and connects visitors to appropriate staff at the assigned location.
- Answers inquiries from clients, families, and referral sources regarding services, admissions procedures, and eligibility.
- Offers support and empathy to clients during the admission process.

Insurance and Financial Processing:

- Ensures that financial and insurance documentation is complete and accurate before admission.
- Verifies validity of client insurance for all programs billing Medicaid or Commercial Insurance.
- Uses Conduent to check for Medicaid coverage for all clients with Commercial Insurance.
- Invoices and collects clients' copays, sliding scale, and self-pay fees.
- Enrolls and maintains enrollment for all clinicians with Medicaid.
- Reverifies clinician information with Availity and other required sites at least quarterly, as required by law.
- Assists clinicians with CAQH profile maintenance, verifying that their profiles are up to date at least quarterly.
- Bills TLP deliverables in Falling Colors.

Quality Improvement:

- Assists in the development and implementation of TMC policies for the intake process to ensure continuous quality improvement.
- Identifies and addresses areas for improvement within the admissions process.

Office Management

- Files financial and related receipts and/or correspondence in proper filing, both electronic and physical.
- Manages and monitors general office supplies and office equipment as well as equipment check out for office supplies.
- Coordinates with IT contractors as well as troubleshoots problems for staff IT needs for the assigned location.
- Oversees the function and system for the copy machine and repairs for assigned locations.
- Oversees the cleaning schedule at the assigned location.
- Assists the Clinical Director(s) with enrollment, certificates, and admin for trainings provided to the public and other organizations.
- Attends all team staff meetings.
- All other duties as assigned.

Qualifications

Education:

- Associate's degree or higher.

Experience:

- Minimum of 2-3 years of experience in behavioral health or healthcare admissions.
- Minimum of 1-2 years of experience in management.

Skills, Competencies and Requirements:

- Proficient in using Electronic Health Record (EHR) systems and other relevant software tools.
- Knowledge and experience in insurance verification
- Strong knowledge of behavioral health treatment services and intake procedures.
- Excellent time management skills, strong organizational skills, as well as an ability to meet deadlines.
- High attention to detail.
- Ability to be self-directed.
- Problem-solving and decision making skills
- Excellent communication written, oral, electronically.
- Pass a CYFD criminal background check.
- Clear driving record and valid driver's license with no restrictions.
- Excellent interpersonal skills with the ability to effectively listen and offer solutions without passing judgment
- Ability to communicate in English, both verbally and in writing
- Ability to maintain highly confidential information in a professional manner
- Proficient in Microsoft Office including Word, Outlook, Access and Excel as well as Google Applications
- Skilled in standard office equipment (personal computer/laptop, phone with voicemail, fax, copier, etc.)
- Ability to establish and maintain effective relationships within the community members.
- Ability to work effectively with minimal supervision
- Strong interpersonal skills
- Ability to treat confidential information with appropriate discretion
- Clear driving record and valid driver's license with solid driving skills; willing and able to use personal vehicle for local travel on Center business, with valid driver's license and proof of insurance
- Familiarity with the social, cultural, and economic make-up of New Mexico or service area, and ability and willingness to work with diverse populations

Preferred Qualifications

- Spanish speaking

Equal Employment Opportunity: The Mountain Center provides equal employment opportunities to all qualified individuals without regard to race, color, religion, ancestry, national origin, age, sex, spousal affiliation, sexual orientation, gender identity, non-disqualifying physical or mental handicap or disability, or serious medical condition

Americans with Disabilities Specifications: **This position** requires long periods of sitting at a desk in front of a computer. Presentation and community outreach tasks may require the employee to sit or stand for long periods of time. Extensive travel, typically by automobile; must be comfortable driving on unpaved/uneven roads and in inclement weather, during sunrise/sunset and in the dark. Employees must have the ability to clearly communicate in person and on the telephone in the decibel range of normal conversation levels. In addition, this position requires the ability to lift 50 lb unassisted and assisted when over 50 lbs.

Work Environment: Normal office environment and requires frequent setting at a desk and working on a computer.

Equipment Used: Personal computer and standard office equipment (phone with voicemail, fax, copier, scanner, ten-key calculator).

Job Responsibilities Notes: The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. The Mountain Center may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS

Creation Date: 3/12/2025 **Revision Date:**

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature: _____ Date: _____

Executive Director

Signature: _____ Date: _____

The signed acknowledgement will be sent to Human Resources for inclusion in the personnel file.