



Founded in 2009, Community-STARs Pediatric Therapy Specialists (C-STARs) is a privately held, community-focused, pediatric therapy provider located in Culpeper, VA serving Madison, Greene, Orange, Charlottesville, Rappahannock, and Fauquier counties.

We specialize in helping children ages 0-21 with all abilities achieve their full potential in a fun and loving environment by participating in everyday activities that are significant to them (i.e., eating, talking, sitting up to play with toys, playing catch with a friend, or riding a bike.) At C-STARs, we aim high, we aim big, we shoot for the stars, and we get there through small, incremental, doable steps. We believe a child's work is play and we are passionate about our work! Check us out at www.everyday-stars.com

At Community-STARs we focus on three things:

1. A child's strengths,
2. the goals they find important, and
3. putting the "fun" into functional activities.

Our practice is growing! To support this growth, we are adding a **full-time Client Care Manager** to our current team of dedicated professionals whose focus is **Making Everyday Differences** in the lives of children and their families.

The Client Care Manager (CCM) is responsible for managing daily, weekly, and monthly operations of the clinic and adhering to policies and procedures. The CCM is flexible, adaptable to change, able to learn new tasks and must possess excellent customer service skills as they are our clinic's first impression, and we never get a second chance to make a good first impression with our clients, families, and outside physicians. They pay attention to the "little things" and have a systemized way of remembering names, birthdays, favorite colors, and special events in client's lives, etc. so that each child that walks through our doors feels like a STAR!

The Client Care Manager is sensitive to our caregivers who are frazzled, harried, and stressed; they understand that small irritations can suddenly become huge issues to our families. They are skilled at defusing and de-escalating situations with humor, tact, and diplomacy to find win-win solutions for the client and the clinic.

If you are someone who is friendly and willing to learn, an excellent communicator, pays close attention to detail, and loves being around children, you will thrive in this position.



Responsibilities:

- Has a clear understanding of front office operations and performs these operations as presented in the STARstruction manual, Scheduling/Billing/EMR manual or any other manuals developed by my management.
- Manages the Client Care Professionals.
- Exhibits a warm, friendly, and welcoming relationship with all clients, staff, medical and non-medical professionals, vendors and visitors and answers questions as needed and excels in customer service.
- Answers all inbound calls in a polite, friendly, and timely manner. Keeps details and accurate records of client requests and calls received and relays messages as needed.
- Responsible for scheduling and confirming future appointments and properly documenting accounts as needed.
- Understands the importance of productivity and tracks key performance indicators statistics as is relates to scheduling appointments, monitoring the schedule, pro-actively rescheduling cancellations, or no-shows within the same week as the schedule allows
- Accurately enter patient demographics, insurance, and case information.
- Accurately verifies benefits via phone, asks detailed questions outside of what is provided and sets up accounts based on the information obtained.
- Ensures that all visits performed are properly authorized and makes efforts to minimize the occurrence of any unauthorized visits.
- Completes all client forms where applicable and accurately explains the details surrounding the paperwork they are presenting to the client.
- Collects and documents all monies that are due prior to each visit including, but not limited to co-payments, deductibles, co-insurance, payments on statements, self-pay, etc. and provides a system receipt.
- Maintains a neat and organized workspace and ensures cleanliness within the office. Always keeps the lobby clean and tidy.
- Efficiently and accurately uses any technology used in the office on a regular basis, including fax machine, copy machine, and computer in addition to any software required to complete job.
- Receive deliveries; sort and distribute incoming mail.
- Routinely completes all mandatory and required training.
- Participates in clinic meetings.
- Take inventory of supplies and restock as needed.
- Maintain the general office filing system.
- Check faxes for authorizations or referrals from physicians.
- Occasionally assist with cleaning/sanitizing toys/therapy areas, as needed by therapists.
- Establish and maintain rapport between C-STARS and local Physicians (travel required).
- Afternoon and evening hours are required.



Required Education, Skills & Abilities

- High School Degree or equivalent
- 3 + years related experience in a clinical setting
- Prior management Skills
- Understanding of medical billing practices and medical terminology (HCFA 1500, CPT and ICD 10 codes)
- Excellent customer service skills, interpersonal and communication skills including proper phone etiquette.
- Ability to manage oneself and organize multiple priorities.
- Excellent documentation skills
- Proficient in utilizing Microsoft Office, Word, Excel and all other technical or software systems.
- Ability to troubleshoot and problem solve.
- Strong sense of decision making and judgment
- Action oriented and approachable
- Team player and effective at building and fostering teamwork as well as maintaining composure when dealing with conflict.
- Active listening skills and ability to adapt to change.
- Effective time management and priority management skills
- Ability to interact with clients, clinical and administrative staff in a pleasant, courteous, and respectful manner.
- Friendly, positive attitude is a must!

Benefits:

- Earn Paid Time Off (PTO) monthly.
- Travel reimbursement
- Phone reimbursement
- Dental, Vision and Health insurance
- 401K for eligible employees

To join our stellar team! Send your resume to Beverly@everyday-stars.com