

# Care Navigator

InSight Telepsychiatry – Inpathy Virtual Group Practice

## Position Summary

InSight Telepsychiatry is seeking a part time Care Navigator to work with the Inpathy Virtual Group Practice team in Marlton, NJ and connect regularly to a national team of colleagues. This fast-paced position is an excellent opportunity for an entrepreneurially minded individual who has interest in behavioral health, telemedicine and customer service. This position is largely responsible for assisting consumers with technical support and navigation through the registration and provider selection process.

## Organization Overview

Inpathy Virtual Group Practice (Inpathy) is a division of InSight Telepsychiatry. Inpathy is the nation's first full behavioral health clinic operated entirely online. Licensed behavioral health providers work from home and see consumers through secure videoconferencing while being fully supported by a remote clinical, administrative, business development and technological team. The Inpathy support team manages the logistics of running the practice so that Inpathy providers can focus on what they do best-- providing quality behavioral health care services. Inpathy was born out of the leading national telepsychiatry organization, InSight Telepsychiatry, and a large behavioral health service organization, the CFG Health Network. The team's experiences in telehealth and onsite behavioral health services influence Inpathy's approach to care. Inpathy has a mission to transform behavioral health care to make care more convenient and accessible for all.

[www.inpathy.com](http://www.inpathy.com)

[www.insighttelepsychiatry.com](http://www.insighttelepsychiatry.com)

## Job Responsibilities

- Evaluate and identify consumer needs and assist consumer with selection of appropriate provider and service that best promotes quality and efficiency
- Assist consumers with navigating the website, registering for services and processing payment information
- Provide phone and chat support (non-technical) for picking a provider, scheduling treatment session, etc.
- Send email reminders to book a session
- Follow up with consumers who contact us via phone or website to answer questions and direct to appropriate care
- Maintain a FAQ document of consumer questions and answers to help train others
- Coordinate with various service providers to ensure the fulfillment of consumer needs
- Identify and refer consumers to appropriate community resources
- Give and receive daily detailed reports to or from the Care Navigation team at each change of shift

- Provide further outreach/support/action as deemed necessary by consumer's treatment team/chief psychologist
- All other duties as assigned

### **Job Requirements**

- Bachelor's degree
- A minimum of two years healthcare experience
- One to two years of direct mental healthcare experience
- Knowledge of healthcare industry and services
- Proven experience exhibiting exceptional customer service and strong interpersonal and communication skills on the phone
- Knowledgeable about the availability of resources and process to access needed healthcare resources
- Comfortable working with technology
- Independent worker
- Organization and time management skills with the ability to multitask
- Experience in dealing with highly sensitive and confidential information in a discreet and appropriate manner
- Comfortable working with a remote team

### **Ideal Candidate**

- Experience using web-based software programs
- Experience in medical practice operations

### **Logistics**

- Position available July 2017
- Part-time hours are 12pm-5pm Monday through Friday PT
- Prefer candidates that reside in the Pacific Time Zone
- Candidates should have the ability to work remotely
- Reports to the Inpathy Operations Manager

To apply, please send your resume and a customized cover letter to [sshafer@in-sight.net](mailto:sshafer@in-sight.net)