



Operations Manager

InSight Telepsychiatry – Connected Services Division

Position Summary

InSight Telepsychiatry is seeking an Operations Manager to run the administrative staff and processes of its new connected services division. Connected service programs serve hospitals, clinics and other behavioral health care organizations by integrating InSight's team of telepsychiatry providers into the onsite system of care by supplementing those services with telehealth. Some of the programs that fit into InSight's connected services division include programs with ACOs and health systems that connect a variety of settings using telehealth, inpatient programs that use a blend of on-demand and regularly scheduled coverage, programs for skilled nursing facilities; ACT; or mobile crisis teams that access services while in the community, and programs for schools or universities.

The connected services division also manages InSight's telehealth consulting and community assessment projects that help teach communities and organizations how to best utilize telehealth to enhance care. The Connected Services Operations Manager will be responsible for perfecting and overseeing the operations of this division in a way that is complementary of InSight's other service lines.

This fast-paced position is an excellent opportunity for an entrepreneurially-minded individual who is passionate about transforming access to behavioral health care. The Operations Manager will collaborate with remote sites, providers, referral sources and team members from around the country and work to deliver high quality behavioral health care through telehealth.

Organizational Overview

InSight is the leading national telepsychiatry organization with a mission to transform access to behavioral health care through innovative applications of technology. InSight has over 18 years of experience with telepsychiatry and serves over 225 organizations across 26 states with its on-demand, scheduled, connected services and Inpathy divisions. InSight is uniquely positioned to offer telepsychiatry services in settings such as hospitals, outpatient facilities, health centers, correctional facilities and universities. InSight has a diverse provider team, a robust internal infrastructure and a history of adapting its programs to fit the needs of a variety of different settings and populations.

www.InSightTelepsychiatry.com

Job Responsibilities

- Work to design and maintain high quality telepsychiatry programs for all connected services partner organizations
- Provide daily support and administrative oversight of the team of remote connected services providers
- Partner with clinical leadership to set and monitor performance of providers according to clinical standards and guidelines



- Oversee the implementation of new programs using an evolving implementation checklist
- Work with other departments on efforts to improve ongoing, proactive account management for all partners
- Supervise payroll for providers and administrative staff
- Manage a budget of corporate and program level expenses
- Develop and enforce practices and protocols to ensure that consumers receive an optimal treatment experience
- Participate in development and management of quality assurance activity
- Resolve provider or partner complaints
- Conduct administrative interviews with provider candidates
- Develop and manage project plans for implementation of new contracts
- Collaborate with medical affairs to ensure providers obtain and maintain appropriate licensure, credentials and payer enrollment
- Hire, train and manage administrative team members
 - o Supervise program coordinator to implement and run services
- Collaborate with department heads to maintain aligned efforts in: sales, recruitment, marketing, medical affairs, quality, compliance, IT, product management, etc.
- All other duties as assigned

Job Requirements

- Bachelor's degree in Health Services Administration, Business Administration or other related field
- At least three years of medical office, hospital or mental health outpatient clinic experience
- Working knowledge of credentialing and HIPAA
- Critical thinker with strong tactical, intuitive, reactive and holistic decision-making skills
- Strong interpersonal skills with an emphasis on customer service and patient relations
- Flexible and able to function in a fast-paced environment
- Comfort working with technology
- Comfort working with a remote team

Ideal Candidate

- Administrative leadership experience in behavioral health
- Telehealth or telemedicine experience
- Working knowledge of coding, billing and payer relations
- Looking for a place to grow both professionally and personally

Logistics

- Position available March 2017
- Position based in Marlton, NJ
- Possible opportunity for telework/ flexible schedule options
- Reports to the InSight Director of Operations

To apply, please send your resume and a customized cover letter to sshafer@in-sight.net



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 accommodations 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 stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

EOE M/V/F/D