

# Care Navigator

InSight Telepsychiatry – Inpathy

## Position Summary

InSight Telepsychiatry is seeking a full-time care navigator to work with its Inpathy team in Marlton, NJ and connect regularly to a national team of colleagues. This fast-paced position is an excellent opportunity for someone with great customer service skills who is passionate about helping people connect to care. This position is largely responsible for assisting consumers with technical support and navigation through the registration and provider selection process.

## Organization Overview

Inpathy is a division of InSight Telepsychiatry. It is a virtual group practice and 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 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 it 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
- Collect clinical information and screen consumers for appropriateness for Inpathy services
- Provide phone and chat support (non-technical) for picking a provider, scheduling treatment sessions, etc.
- Check consumer insurance benefits and explain financial responsibility to consumer
- Follow up with consumers who contact us via phone or the website, answering questions and directing them 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
- Bilingual in English/Spanish is a plus

### **Logistics**

- Position available January 2018
- Position based in Marlton, NJ
- Monday through Friday 9am-5pm
- 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 [recruiting@in-sight.net](mailto:recruiting@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*