

Provider Onboarding Coordinator

InSight Telepsychiatry

Position Summary

InSight Telepsychiatry is seeking an organized, problem-solving self-starter to serve as its provider onboarding coordinator to work with its team in Marlton, NJ and connect regularly with a national team of colleagues. The onboarding coordinator will act as the primary point person between behavioral health providers and InSight team members. The goal of this position is to be the friendly, helpful face who guides providers through the lengthy onboarding process. The onboarding coordinator will work regularly with online systems, but should prioritize human interaction and personalized customer service in their day-to-day approach. This position is perfect for a recent graduate or a seasoned employee who is looking to be an important player in the operations of an innovative, rapidly growing behavioral health organization. The onboarding coordinator will report to the talent manager.

Organizational Overview

InSight is the leading national telepsychiatry service provider organization with a mission to increase access to quality behavioral health care through telehealth. InSight's behavioral health providers bring care into any setting on an on-demand or scheduled basis. With over 18 years of telepsychiatry experience and an active footprint in telepsychiatry-related advocacy, InSight is recognized as an industry thought-leader. InSight is the telemedicine arm of the CFG Health Network, a behavioral health organization that delivers onsite services across the spectrum of care. These roots in onsite care influence InSight's approach to appropriate, quality services delivered through telehealth.

www.Inpathy.com

www.InSightTelepsychiatry.com

Job Responsibilities

- Act as the liaison between telepsychiatry providers and administrative team members
- Serve as the primary point of contact for these providers throughout the onboarding process, making handoffs or introductions to other team members as appropriate
- Support the related efforts of team members from medical affairs, operations, recruitment, practice administration, IT and training, by helping them receive and distribute key information with the provider through onboarding
- Streamline and maintain systems that track the status of providers through onboarding
- Schedule demonstrations, training sessions and test calls for providers
- Deliver key information to new providers, including training materials, program updates and credentials for training and orientation courses
- Collect materials from providers, including missing credentialing information, business associates agreements, demonstration requests and user feedback forms
- Conduct video test calls to ensure that televideo users have a proper audio, visual and technical set-up before clinical sessions
- Field questions and concerns from providers and bringing in appropriate team members to help address issues when necessary

- Create and present regular reports of questions, requests and ideas brought up by new providers within the onboarding process, as well as suggesting areas for improvement
- Assist the operations, marketing, IT, training and support and other departments with additional projects as needed
- Other duties as assigned

Job Requirements

- College degree (or working towards one)
- Superb organizational and problem-solving skills
- Tech-savvy
- At least two years of experience in customer service
- Professional demeanor
- Communicates effectively via phone and video, while maintaining professionalism
- One year commitment
- Independent worker
- Organization and time-management skills
- Ability to multitask
- Comfortable working with a remote team

Ideal Candidate

- Experience working in systems, such as ECHO, HealthStream, Salesforce, SurveyMonkey, and Outlook
- Background or interest in healthcare operations, administration or management
- Can work independently, effectively managing multiple priorities simultaneously
- Experience supporting licensed healthcare professionals like physicians
- Friendly, approachable and extremely patient
- Systematic, process-oriented
- Background or interest in behavioral healthcare

Logistics

- Flexible work schedule available
- This position is available immediately
- Position based in Marlton, NJ
- Full-time position, flexible work schedule available
- Reports to the talent manager

To apply, please send your resume and a customized cover letter to 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