

# Administrative Care Navigator

InSight Telepsychiatry – Inpathy

## Position Summary

InSight Telepsychiatry is seeking a full-time administrative care navigator to work with its direct-to-consumer division, Inpathy, 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 connecting people to care. This position is largely responsible for keeping multiple systems up to date with current consumer information to ensure consumers receive seamless access to care. This position is also responsible for keeping consumers engaged in their treatment.

## 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

- Datamining and owning essential reports and reporting systems
- Reconciliation of various systems and trackers including: all scheduled appointment confirmations, copay tracker, insurance inquires as it relates to unclear benefits as well as insurance verification, ensure accuracy of all consumer information in database
- Act as subject matter expert for billing responsibilities
- Following up with active consumers to reengage after periods of inactivity
- All other duties as assigned

## Job Requirements

- Bachelor's degree preferred
- A minimum of 0 - 2 years of healthcare experience
- 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 and with a remote team
- Experience in dealing with highly sensitive and confidential information in a discreet and appropriate manner
- Spanish speaking preferred

#### **Logistics**

- Position available August 2018
- Position based in Marlton, NJ
- Full-time
- Candidates may 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*