

ACCESS CENTER REPRESENTATIVE

InSight + Regroup – Access Center

Organization Overview

InSight + Regroup is the leading and largest telepsychiatry service provider in the US with a mission to transform access to quality behavioral health care. InSight + Regroup serves hundreds of organizations and individuals in various settings across the continuum of care with its on-demand, scheduled services and direct-to-consumer (Inpathy) divisions. Given its size, diversity of services and extensive experience and expertise, InSight + Regroup is uniquely positioned to enable scalable telepsychiatry programs across the care continuum. As an industry thought leader, InSight + Regroup has helped shape the field, define the standard of care and advocate for improved telepsychiatry-friendly regulations. To learn more, visit www.InSightTelepsychiatry.com and www.RegroupTelehealth.com.

Position Summary

InSight + Regroup is seeking an Access Center Representative to work with the Care Navigation team. This fast-paced position is an excellent opportunity for an organized, customer service driven individual who enjoys problem solving. This position is largely responsible for ensuring timely access to behavioral health appointments, capturing accurate consents and required paperwork, and facilitating any ongoing patient needs or requests. This role reports directly to the Senior Manager of Access Center Operations.

Job Responsibilities

- Handle a high volume of calls from patients requesting assistance with accessing behavioral health services
- Provide best-in-class experience for patients in scheduling and receiving care from the Inpathy practice
- Document and manage all information within the Inpathy platform
- Communicate with patients via phone, text, email and video
- Conduct video and phone test calls and do basic technology troubleshooting with organizations, providers and patients as needed

Shifts Available

- **1st shift:** 10 days on, 4 days off: 8:30am to 5:00pm (days on and off would vary)
- **2nd shift:** Saturday through Wednesday, 4:00pm to 12:30 am or 3:30pm to 12:00am

Job Requirements

- Bachelor's degree or commensurate professional experience
- Bilingual in Spanish is ideal
- 1-2 years of recent customer service experience

- 1-2 years of previous call center experience
- Excellent time management and organization skills
- Excellent verbal and written communication skills
- Strong computer skills
- Familiarity with systems such as Adobe, Outlook and other Microsoft products
- Familiarity with contact center systems or customer relationship databases
- Knowledge of medical and/or psychiatric terminology is preferred
- Independent worker
- Ability to multitask
- Comfortable working with a remote team

Logistics

- Position available immediately
- Headquartered in Mount Laurel, NJ with remote options available
- Full-time
- Reports to the Lead of Care Navigation
- FLSA Status: Non-exempt

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