



Code: 3566
Family: Health and Human Services
Service: Health and Welfare
Group: Medical and Social Service
Series: Social Service

CLASS TITLE: BEHAVIORAL HEALTH ASSISTANT

CHARACTERISTICS OF THE CLASS

Under general supervision, conducts financial assessment interviews to collect information from clients on their economic status and to assess their ability to pay for mental health services provided by the City's mental health facilities, and performs related duties as required

ESSENTIAL DUTIES

- Interviews clients to gather and obtain social data, medical histories, and financial status information (e.g., size of family, source of income, health insurance, other financial resources)
- Requests documents to verify health insurance and identified sources of income
- Contacts clients' insurance companies to verify their level of approved mental health benefits
- Determines patients' fees for mental health programs and services based on assessment of their financial status and established income level guidelines
- Provides referrals and linkages in order to assist eligible clients in obtaining public assistance (e.g., Medicaid, Public Aid) for payment of mental health services
- Assists clients in completing applications to obtain financial assistance and conducts follow-up with agencies to ensure applications are processed
- Explains mental health facility service fees and payment policies to clients
- Completes insurance and reimbursement forms to initiate billing of insurance companies, Medicaid, and Public Aid for services provided to clients
- Collects fees from clients and maintains records and accounts of transactions
- Maintains ledgers of monies received and prepares monies for deposit
- Maintains records of clients' financial assessments and Public Aid applications
- Prepares work reports
- Acts as a liaison between community agencies and clients to facilitate the sharing of information on available social services and to assist clients in obtaining needed health services, as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two years of clerical experience, or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

WORKING CONDITIONS

- General office environment
- Medical facilities environment (e.g., mental health center)

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Some knowledge of

- bookkeeping principles and practices
- billing procedures, service fees, and payment policies used in mental health care facilities
- general office procedures and practices

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *MATHEMATICS – Use mathematics to solve problems
- *SERVICE ORIENTATION - Actively look for ways to help people

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON MATHEMATICALLY - Choose the right mathematical methods or formulas to solve a problem
- ORGANIZE INFORMATION - Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2014