



Job Title: Mental Health Office Manager

Location: Burlington, CT (with occasional travel to satellite offices)

Employment Type: Full-Time, Salary Position

About Us:

The **Center for Emotional Healing, LLC** is a reputable and dynamic mental health group practice based in Burlington, CT, offering both in-person and online therapy services. We are committed to providing high-quality care to our clients and are seeking a highly organized and proactive **Mental Health Office Manager** to oversee the practice's operations, ensure compliance, and support both administrative and clinical staff in this fast-paced, demanding environment.

Position Overview:

As the **Mental Health Office Manager**, you will be responsible for managing the daily administrative functions of the practice, including client enrollment, billing, insurance management, staff support, and regulatory compliance. This role demands an individual with strong organizational skills, the ability to manage multiple priorities, and experience in a healthcare or mental health setting. The position is primarily in-person at our Burlington location, with occasional travel to satellite offices for networking, marketing events, and other responsibilities.

Key Responsibilities:

- **Client & Office Management:**
 - Manage phone and email communications, ensuring prompt and professional responses to both clients and staff.
 - Oversee the enrollment of new clients, schedule appointments, and ensure accurate and timely updates to client records within the EHR system.
 - Ensure strict adherence to HIPAA and other healthcare privacy regulations.
 - Provide ongoing support to therapists by managing client communications, reschedules, and appointment adjustments.
- **Billing & Insurance Management:**
 - Assist in billing and medical coding tasks, including handling ERAs (Electronic Remittance Advices), EOBs (Explanation of Benefits), and resolving claim denials.
 - Verify client insurance eligibility and ensure that coverage is confirmed before services are rendered.
 - Collaborate with the billing assistant to resolve claim denials, submit claim corrections, and ensure timely and accurate payment processing.
 - Monitor and maintain current insurance contracts to ensure ongoing compliance with regulations.
- **Compliance & Regulatory Oversight:**



- Support the practice in meeting state and federal healthcare regulations, ensuring compliance with audits and record reviews.
- Stay informed of evolving healthcare laws and regulations, ensuring the practice's policies and procedures are up to date.
- **Staff Management & Payroll:**
 - Approve employee timesheets, assist with payroll processing, and help manage employee benefits and records.
 - Foster a supportive environment by ensuring staff has the resources needed for success.
- **Marketing & Networking:**
 - Assist in marketing and community outreach efforts to attract new clients and enhance the practice's visibility.
 - Represent the practice at networking events, building relationships within the local and professional community.
- **General Administrative Support:**
 - Provide administrative assistance to the Director and other staff members as required.
 - Identify, troubleshoot, and resolve operational and administrative challenges to maintain smooth practice operations.

Key Requirements:

- **Experience:**
 - 3+ years of office management experience, with preference given to those with experience in healthcare or mental health settings.
 - Strong working knowledge of insurance billing processes, including ERAs, EOBs, claim denial management, and client eligibility verification.
 - Experience with EHR systems and ensuring proper client record management.
 - Solid understanding of HIPAA compliance and maintaining confidentiality in a healthcare setting.
 - Familiarity with payroll processing and managing employee benefits.
- **Skills & Qualifications:**
 - Exceptional communication, organizational, and multitasking skills, with the ability to prioritize in a fast-paced environment.
 - Proven ability to efficiently coordinate with therapists and support staff.
 - Strong proficiency with office software (e.g., Microsoft Office Suite, Google Workspace) and familiarity with healthcare management tools.

Compensation & Benefits:

- Competitive salary, commensurate with experience.



- **Benefits package includes:** Paid Time Off (PTO), medical, dental, and vision insurance, short term disability, life insurance, as well as retirement options with company match.
- Opportunities for professional development and career growth.

To Apply:

Please send your resume, cover letter, and salary requirements to Kelly Fortin at Kellyf@C4eh.org. We look forward to reviewing your application.