



Billing Specialist

Job Description

Mission Statement	Core Values
Humanidad's mission is to strengthen the lives of the Latinx community by increasing access and utilization of community mental health resources. We transcend barriers and reduce stigma by providing culturally proficient therapist training, inclusive community education, and bilingual therapy services.	Compassion – We serve our community with commitment and dedication. Culture – We respect and honor all cultures. Integrity – We take great pride in providing high quality services. Heart-Driven – We do the work because we love the work.

Who We Are:

Humanidad is a Mental Health Therapy agency. Humanidad has a Marriage Family Therapist Training and Education Programs in Santa Rosa. We work with much of the Latinx community throughout Sonoma County. We work together in the style of mentorship and much of what we do is collaborative. If you are interested in being a part of a rich and creative learning environment, have a passion for cultural equity and proficiency, and are happy to work independently as well as a part of a team-we want to hear from you!

Position Summary: HTES is seeking a detail-oriented and mission-driven Billing Specialist to support the financial sustainability of our mental health programs serving the Latinx community. The Billing Specialist will oversee grant billing, program invoicing, and accounts receivable processes to ensure timely and accurate reimbursement for services provided. This role plays a critical part in maintaining compliance with grant requirements and supporting organizational stability.

Hours: Part-Time (20 hrs p/week)

Reports to: Executive Director

Hourly Rate: \$28-\$35 depending on experience

Language Skills: Bilingual English/Spanish preferred

Exempt: No

Localization: In office and remote

Essential Functions or Responsibilities

- Prepare and submit invoices for grant-funded programs and contracts
- Track program expenses and ensure billing aligns with grant budgets
- Monitor accounts receivable and follow up on outstanding payments and manage collections for self-pay or co-pay balances.
- Submits billing to MediCal
- Maintain detailed billing documentation for audits and reporting
- Collaborate with program staff to verify service documentation and billing accuracy
- Assist with financial reports for funders and leadership
- Ensure compliance with funding requirements and internal financial policies
- Support documentation and tracking systems to strengthen organizational processes
- Maintain strict compliance with HIPAA and confidentiality standards
- Manage, track, and apply sliding fee scales for low-income clients
- Verify patient demographic, insurance coverage, and eligibility before services are rendered to prevent denials
- Verify patient eligibility, benefits, and authorization requirements prior to billing.
- Review EHR documentation to ensure services are coded correctly.



- Follow up on unpaid, denied, or rejected claims in a timely manner.
- Post payments, adjustments, and denials accurately into the billing system.
- Investigate and resolve billing discrepancies and claim rejections.
- Communicate with insurance carriers regarding claim status and appeals.
- Maintain confidentiality of patient financial and medical information
- Stay updated on changes in insurance policies, reimbursement rules, and billing regulations
- Other duties as assigned.

Qualifications

- Associate's or Bachelor's degree in Accounting, Business, or related field preferred
- Minimum 2 years of Medical billing, accounting, or nonprofit finance experience
- Medical Billing certification is strongly preferred
- Experience with grant or contract billing strongly preferred
- Proficiency in QuickBooks, Excel, and/or financial management systems
- Strong attention to detail and organizational skills
- Ability to manage deadlines and multiple funding streams
- The role requires patience when navigating financial discussions with clients who may be experiencing mental health challenges.

Preferred Qualifications

- Experience in nonprofit or community-based organizations
- Familiarity with Medi-Cal or mental health billing processes
- Bilingual in Spanish and English preferred
- Understanding of culturally responsive community services

Other duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Work environment: The work office setting the voice level is moderate.

Physical demands: The employee is frequently required to walk; use hands to finger, handle, or feel; and reach forward with hands and arms. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must frequently lift and/or move up to 25 pounds at a time.

Humanidad Therapy and Education Services is an Equal Opportunity Employer.

The employee is expected to adhere to all company policies while employed.