CBC Admin Job Description:

Main Roles and Responsibilities:

1. Tracking Employee Time (in Central Reach) and Running Payroll (through Quickbooks)
2. Entering all client sessions into Payment Tracking (saved on drive)
3. Sending insurance claims through Central Reach
4. Tracking Insurance payments and noting any discrepancies and client responsibilities
5. Sending client invoices through QuickBooks
6. Monitoring cashflow and bank accounts and contributing to budget strategies
7. Reconcile Bank Account at the end of the month through Quickbooks
8. Handle all employee set up and HR details
9. Admin support to Shannon and other BCBAs

1. **At the end of each workweek (Sat at 5pm) track employee hours in Central Reach.**
   *This is done by going to the calendar module in CR
   *Drop down to "View as Grid"
   *Search for employee's name and then set date range
   *On the left hand side of the screen you will see 3 tabs, hit "STATS"
   *Then load Stats and Totals
   *This will show you total hours worked that week. I keep track of this in a handwritten journal to tally at the end of the 2 week pay period
   *At the conclusion of the 2 week pay period it is time to run PAYROLL.

   PAYROLL is run through Quickbooks:
   *Select Employees
   *Select Run Payroll
   *This will allow you to enter all the employee time, drive time, reimbursement, etc.
   *Once all employee hours are entered, select SUBMIT and finalize.
   *Payroll is due the Thursday before pay day at 5pm

2. **Track all weekly sessions on Payment Tracking:**
   *On the same day that I total employee hours worked that week, I also track ALL sessions conducted that week in Payment Tracking
   *Payment Tracking is a giant spreadsheet (saved on drive) that tracks ALL sessions, providers, times, and service codes. Each client has their own page on the spreadsheet. Each week I enter all sessions into this spreadsheet so that we can track what's owed from insurance and clients and what has/has not been paid

*This can be very tedious but it is VERY important as this is the best way to track insurance errors or missed payments.

*There is also a TOTAL OWED tab where I track the totals that are owed from insurance and clients. This helps Shannon have a good idea of the money that's out there.

3. **Sending Insurance Claims through Central Reach**

   *Go to the billing module on Central Reach ($ sign)

   *Select billing

   * This will automatically bring up all new claims that have not been sent for billing

   *Filter by client

   *This will then generate all unbilled claims for one client

   *Select all the services you want to bill

   *Go up to ACTIONS at the top of the page

   *Select "Bulk Merge Claims"

   *This will generate the first step of making a claim, but it will be a "Separated Claims View". You will ALWAYS need to select the next tab over called "Combined Claims"

   *Under the client name you will see "5 (etc) codes billed". Click on that to open the claim. Then you will need to fill out the Provider/Supplier box. This will be the BCBA in charge of the client.

   *Now hit "Generate this claim"

   *It will generate the claim and prompt you to go to the "Claims Manager".

   *There you will see your generated claim.

   *You will select the claim you just made by clicking the box next to the client name. Then you will go to Actions, "SEND TO GATEWAY". Chose to ignore the errors.

   *Now your claim has been sent! HOWEVER, you will need to verify that it made its way to the insurance company by checking Office Ally.

   *Office Ally is like the final proof reader of claims.

   *Once in Office Ally, go to "Inventory Reporting". This will show you all claims that have been received. It will note if the claim passed or was rejected. If rejected it means it was NOT sent to insurance.

   *You can click on the claim and it will tell you why it was rejected. You can then go back to CR and fix the errors and then send to Gateway again

   *Once a claim has passed Office Ally it is now on its way to insurance. You will typically see payments in 1-3 weeks on the EOPS. (Premera has about a one week turn around, Regence takes about 3 weeks).

   *If insurance denies any part of the claim you will see why in the EOP they send. You will then need to send a "Corrected" or "Replacement" claim through Central Reach all over again.

4. **Tracking Insurance Payments through EOPs**

   Each week there will be EOPs posted from each insurance company that we contract with. They will be posted in CR under the claims module, then ERAs. They are broken down by client so that you can reconcile and record all payments in Payment Tracking.

This ensures that all sessions we billed are being paid correctly. This is also where you will record what is due from the client (co-pays, etc). I usually wait for the client owed portion to reach at least $100 to send a bill to the client. Usually once per month.

5. To send a client invoice, go to Quickbooks. Select invoices. You will type in client name and their info will auto fill into the invoice. It will guide you through how to breakdown what's owed by BCBA and BT. Quickbooks is great at guiding you through anything and they have a quick online chat response.

6. I usually check the bank account twice a week - just a quick glance to make sure there are no erroneous charges, etc. I also note that insurance payments have been deposited. I always check before running payroll as well. There are times that Shannon has to shift funds around before payroll.

7. **Reconciling the bank account:**
   *Each week I "update" the bank information on Quickbooks. There is a tab on the side called "Banking", chose update account. This will upload all transactions from WellsFargo to Quickbooks so that you can reconcile them at the end of the month (Make sure they are being recorded in the proper category i.e. payroll, owner expenses, business expenses, etc- most of these are preset).
   *At the end of each month, Wells Fargo will post a statement for that month. You will need this statement in order to reconcile the bank account on Quickbooks. To begin reconciling, you will click on the little gear icon on the top of your Quickbooks dashboard. Chose Reconcile account. You will need to enter the ending and starting amounts for the month.
   *Now the fun part is making sure you can reconcile the account to 0. I usually break it down by doing the deposits first to make sure they match what's on the statement and then I work through the withdrawls.

8. **Employee Set Up and HR:**
   *Before hiring, a prospective employee will need to be sent an offer letter and contract. Shannon will provide details on how to fill in the template saved under Employee Docs. These are sent through Docusign for electronic signature.
   *Once a new employee accepts the offer, these are the documents they will need in order to get set up as an employee: I-9, W4, Direct Deposit, and sick pay notice. These are all found in the New Employee Folder on the drive.
   *They will also need the New Employee onboarding form so that they can be entered into Central Reach. Once you receive this form, you can enter the demographics into CR and notify Shannon that the employee is ready for CR orientation/training.
   *You will then need to enter the employee into Quickbooks in order for them to be paid. Quickbooks will guide you through this using the information provided on the W4, I9 and Direct Deposit.
   *Again, employees are paid every other Friday

9. Admin Support for Shannon and other BCBA's: tracking records, authorizations, client and employee needs, and keeping all info updated and correct.