

# INPATHY ACCESS REPRESENTATIVE

## Inpathy

### 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 home-based divisions, including Inpathy.

### Position Summary

InSight + Regroup is seeking an Access 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. The role reports directly to the Lead of Care Navigation.

### 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 trouble shooting with organizations, providers and patients as needed
- All other duties as assigned

### Job Requirements

- Bachelor's degree or commensurate professional experience
- Bi-lingual Spanish
- One to 2 years of recent customer service experience
- One to 2 years 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 preferred
- Independent worker
- Ability to multitask
- Comfortable working with a remote team

### **Logistics**

- Position available immediately
- Headquartered in Mt 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 a customized cover letter to [careers@in-sight.net](mailto:careers@in-sight.net).

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.*

EOE M/V/F/D