



# Emergency Responders Health Center

## Front Desk Receptionist (Mental Health Clinic)

Spokane, Washington

Emergency Responders Health Center (ERHC) in Spokane, WA is seeking an experienced and dynamic team player to fill the role of Front Desk Receptionist who will support our expanding team of mental health therapists.

ERHC offers specialized care for our local emergency response personnel, including firefighters, police officers, and EMS personnel. ERHC is proud to bring nearly two decades of healthcare excellence from Boise, Idaho to Eastern Washington and Northern Idaho.

Our mission is to provide tailored, proactive care that addresses the unique health needs of first responders, with an emphasis on disease prevention, comprehensive exams, nutrition counseling, and patient engagement.

Join our dedicated team and help us build a foundation of care for those who serve our community. This is an exciting opportunity to be part of a pioneering healthcare organization that understands and values the sacrifices made by those in public safety.

### About Us

[ERHC North Website](#)

Since 2004, Emergency Responders Health Center (ERHC) has served as a leader in first responder medicine, caring for those who safeguard our families and communities. ERHC is the provider of choice for emergency response agencies in southwestern Idaho and select locations across our state, supporting 30+ fire, police, and EMS departments, and caring for a patient panel of 8,000 responders and their family members (newborn to age 65). ERHC's practice model spans "360 degrees of care" from preventative health and wellness, sports medicine, occupational medicine, primary and urgent care, physical therapy and workers' compensation case management, to mental health services, allied health services, and workforce wellness consultation.

### Responsibilities

- Answer multi-line phones and assist patients with appointment scheduling, inquiries, and insurance verification.
- Manage and update patient demographics and medical insurance information accurately.
- Work with insurance companies to verify coverage, submit claims, and secure payment for services rendered.
- Process and follow up on worker's compensation claims, including Department of Labor and Industries (L&I) Workmen's Comp cases.
- Handle patient billing inquiries, and collect payments both in-person and over the phone.
- Coordinate mental health referrals and prior authorizations.
- Maintain a smooth workflow and provide exceptional customer service.
- Provide administrative support to a team of mental health therapists.
- Contribute to the success of ERHC's mission to provide comprehensive, patient-centered care.

### Requirements

- At least 1 year of experience in a medical front office role, ideally in an outpatient clinic setting.
- Strong communication skills (verbal and written) and excellent customer service abilities.
- Ability to manage multi-line phone systems and schedule appointments efficiently.

- Experience in insurance verification and working with insurance companies to provide patient documentation and secure payments.
- Proven ability to handle billing inquiries and collect payments.
- Strong organizational skills and attention to detail.
- Comfortable working in a fast-paced environment while maintaining high accuracy and efficiency.
- Ability to adapt and learn new skills quickly.
- Proficiency in clinic-based EMR applications (experience with eClinicalWorks is a plus but not required).
- A passion for delivering quality healthcare to those who serve the community.

If you are passionate about health and wellness and want to be part of a fun, dynamic team, we invite you to apply today at Emergency Responders Health Center!

### Schedule

- Full-time
- Day shift
- Monday to Friday

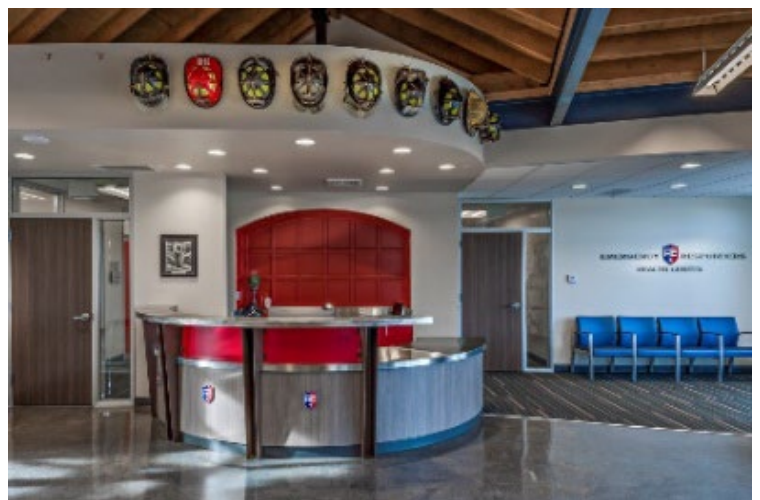
### Experience

- Front Desk Receptionist: 1 year (preferred)

### Benefits

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Paid time off

Questions? Email: [erhcnorth@er-hc.org](mailto:erhcnorth@er-hc.org)



**Customized. Comprehensive. Compassionate.**

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