

Billing & Credentialing Specialist **Canopy Roots + Canopy Mental Health & Consulting**

As our Billing & Credentialing Specialist, you will lead end-to-end billing operations and own provider credentialing across behavioral health programs, with a strong emphasis on Minnesota Medicaid (MHCP), Medicare, and commercial payer requirements. This role is critical to maintaining healthy revenue cycles, compliant billing practices, and accurate payer relationships in a mental health setting.

You will collaborate closely with finance, clinical, and People Ops teams to monitor accounts receivable, manage payer relationships, ensure compliance with evolving billing rules, and support clients with clarity and compassion.

Job Details

- Start Date: ASAP
- Location: Overseas/Remote
- Hiring Pay Range: \$9.00-\$12.00
- Hours/Day: Monday–Friday, 9-5:30 pm CST
- Job Type: Full-Time

Key Responsibilities

Behavioral Health Billing & Revenue Cycle Management

- Manage full-cycle billing for mental health services, including claim submission, payment posting, and reconciliation.
- Verify eligibility and benefits, obtain prior authorizations, and ensure accurate and timely claim submission.
- Audit claims against clinical documentation to ensure compliance with CPT/ICD-10 behavioral health coding standards.
- Conduct denial management, including research, corrected claims, and appeals with supporting clinical documentation.
- Maintain compliance with payer-specific rules, including MHCP (Minnesota Medicaid), Medicare, and commercial payers.

Minnesota Medicaid (MHCP) & Payer Expertise

- Demonstrate strong working knowledge of **MHCP billing requirements**, including covered services, modifiers, documentation standards, and authorization rules.
- Ensure compliance with state-specific requirements such as interpreter service obligations and provider responsibilities.
- Stay current on Minnesota and federal regulatory updates impacting behavioral health billing.

Accounts Receivable (AR) Management

- Monitor AR aging and proactively pursue collections through payer and client follow-up.
- Partner with finance to prioritize AR recovery and support cash flow planning.
- Track and report KPIs such as days in AR, denial rates, and net collection rate.
- Recommend and implement process improvements to reduce denials and improve reimbursement timelines.

Credentialing & Enrollment (Behavioral Health Focus)

- Manage end-to-end credentialing and recredentialing for providers across:
 - Medicaid (including MHCP)
 - Medicare
 - Commercial payers (e.g., UHC, BCBS, Aetna)
- Maintain and update CAQH profiles and payer portals.
- Track credentialing timelines, expirations, and revalidation requirements.
- Maintain provider rosters, contracts, and fee schedules.
- Coordinate with leadership on payer enrollment strategies and reimbursement updates.

Authorization & Utilization Management

- Submit and track prior authorizations for behavioral health services.
- Monitor utilization limits and ensure services align with authorized units and treatment plans.
- Collaborate with clinicians to resolve authorization and documentation issues.

Compliance & Audit Readiness

- Ensure compliance with HIPAA, Medicaid/Medicare regulations, and behavioral health documentation standards.
- Maintain audit-ready documentation and support internal/external audits.
- Monitor regulatory and payer policy updates and translate them into operational changes.

Client & Team Communication

- Serve as a primary point of contact for billing inquiries, providing clear and compassionate support to clients.
- Explain EOBs, balances, and payment options; assist with payment plans as needed.
- Collaborate cross-functionally with finance, clinicians, and People Ops to resolve billing and credentialing issues.

Systems & Reporting

- Utilize EHR billing systems (Procentive or similar) and payer portals efficiently.
- Maintain accurate billing records, reporting dashboards, and documentation templates.
- Use spreadsheets and reporting tools to analyze billing data and support decision-making.

Other Duties

- Handle other billing- and credentialing-related tasks as assigned by the Finance Manager, including participating in special projects and trainings.

Requirements

Minimum Qualifications

- High school diploma or equivalent required; Associate's or Bachelor's degree preferred.
- 5+ years of experience in behavioral health billing and credentialing.
- At least 2 years of behavioral health credentialing experience.

Demonstrated experience with:

- MHCP (Medicaid) billing and requirements
- Medicare credentialing and enrollment
- Commercial payer credentialing

Strong knowledge of:

- CPT and ICD-10 coding (behavioral health)
 - Claims lifecycle, denials management, and appeals
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- Experience with EHR billing systems and payer portals (CAQH required).
 - Proven ability to manage and reduce AR aging.
 - Strong attention to detail, organization, and ability to manage multiple priorities.
 - Excellent communication skills with a client-centered, compassionate approach.

Preferred Qualifications

- Experience with Procentive or similar behavioral health EHR systems.
- Experience with Minnesota-specific behavioral health programs/services.
- Familiarity with authorization workflows and utilization tracking.
- Experience preparing for audits or managing compliance reviews.
- Experience with fee schedule negotiation or payer contract management.
- Strong reporting and data analysis skills (AR dashboards, KPIs).

Physical Requirements

This job operates in a professional office environment and routinely uses standard office equipment. The role requires the ability to remain in a stationary position for extended periods.

About Canopy

Canopy is a values-based mental health organization committed to centering BIPOC and historically marginalized communities. This role supports both Canopy Mental Health & Consulting and Canopy Roots, helping ensure accessible, compliant, and sustainable care delivery.