



Intake Coordinator 1

Job summary

The primary purpose of the [Intake Coordinator](https://100hires.com/intake-coordinator-job-description.html) is to maintain office functions of the Centre which includes answering phone calls; verifying insurance and Medicare; obtaining authorization; scheduling Home Health, and Maintaining medical records by Federal, State, and County guidelines, as well as by our established policies and procedures.

The [Intake Coordinator](https://100hires.com/intake-coordinator-job-description.html) creates and maintains an atmosphere of warmth, personal interest, and positive emphasis, as well as a calm attitude when visiting with staff, residents, and visitors.

Responsibilities

Assist in coordinating Home Health Services for patients, promptly.

Provide clerical assistance to the Home Health Office Manager.

Maintain a good working rapport with interdepartmental personnel, as well as other departments within the facility.

Maintain CONFIDENTIALITY of all patient care information to assure rights are protected.

Audit new admission paperwork to ensure a complete medical record.

Staff appropriate Clinicians per MD orders. Confirm and document the following Physician information.

Enter new patient's data in the EMR record. Make welcome calls to patients/family to confirm information is correct

Upload completed referrals into the EMR record. Track and obtain Face to Face for Medicare and Managed care patients.

Request necessary supplies for the work area.

On-call duties as needed, weekends and after hours.

Requirements

Must be a minimum of 18 years of age.

Minimum of two years experience in health services preferred.

Knowledge of medical terminology, aging services, and Microsoft Office products preferred.

Must be honest, dependable, and exhibit a warm, cheerful, caring manner.

Intake Coordinator 2

Job summary

We are seeking an [Intake Coordinator](https://100hires.com/intake-coordinator-job-description.html) to



support our location. The [intake coordinator](https://100hires.com/intake-coordinator-job-description.html) is responsible for facilitating and coordinating the timely evaluation and acceptance of patients referred for service.

Responsibilities

Receive medication referrals and collects information from case managers, referral portals, fax, email, and/or customer calls

Expedite medication referrals and facilitate collaboration among branch staff

Referral data entry and document management

Referral log creation and maintenance

Organize and facilitate daily morning meeting

Contact referral source, patient, and/or doctor's office to obtain additional information that is required to complete verification of benefits or prior approvals

Places outbound calls to patients or doctor's offices to notify them of any delays due to more information needed to process or due to a prior authorization

Provides exceptional customer service to external and internal customers, resolving any customer requests in a timely and accurate manner and escalating to management as required

Places outbound calls to patients to initiate new therapies and assessments

Ensures the appropriate notification of patients regarding their financial responsibility, benefit coverage, and payor authorization for services to be provided

Creates physical patient files and new patient packets

New patient document tracking

Other duties as assigned

Requirements

Previous home infusion intake or referral coordination experience is required

Must have a basic working knowledge of insurance plans and therapy requirements

Ability to effectively handle multiple priorities within a changing environment

Ability to effectively utilize multiple computer systems to complete duties

Experience collaborating with internal resources

Intermediate level skill in Microsoft Excel

Intermediate level skill in Microsoft Word

Intake Coordinator 3



Job summary

The [Intake Coordinator](https://100hires.com/intake-coordinator-job-description.html) provides trauma-informed administrative support and secretarial services to the Center.

Responsibilities

- Provides confidential administrative services to Human Services Programs.
- Receives and places telephone calls, greets visitors, provide information, and refers inquiries to appropriate individuals.
- Receives referrals and coordinates orientations and intake process with all involved clients. Schedules visit times and appointments as needed.
- Places telephone calls to clients before their orientation or visits to remind them of appointments, follow up and answer any questions regarding the Center.
- Enters statistics of past and present cases into the data system.
- Maintains and updates reports and monthly data.
- Creates measurable data processes and reportable outcomes.
- Utilizes ongoing data to report measurable outcomes and ongoing data trends.
- Makes contacts and/or referrals to social agencies and other community resources.
- Assists with Department functions.
- Maintains and updates the department's social media accounts.
- Regular attendance required.

Requirements

- Ability to establish and maintain an effective working relationship with Human Services staff, referral sources, public and private sector officials and their staff, and the general public.
- Requires skill in recommending routine changes in standardized operating procedures or in retrieving, compiling, and reporting data according to established procedures or in operating complex machines.
- Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.
- Requires responsibility for contributing to department objectives by ensuring the accuracy of support services within the department.
- Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from employees or members of the general public.
- Requires coordinating a combination of diverse job functions to integrate professional and technical department goals. This level also requires considerable judgment to implement a sequence of operations or actions.
- Associate's degree from a recognized college or university with a major emphasis in Human Services.



Three years office/secretarial work with computer usage preferred, or any combination of education and experience which demonstrates possession of the required knowledge, skills, and abilities.

Intake Coordinator 4

Job summary

We are seeking an Intake Coordinator. Experienced customer service professional, skilled in providing a friendly, professional greeting to individuals seeking various forms of behavioral health services. Experience utilizing electronic health record systems, proficiency in computer systems, and insurance eligibility verification.

Responsibilities

Working collaboratively with individuals and community referral sources seeking services.

Registering new individuals into the electronic health record.

Verifying insurance eligibility, and scheduling the first appointment.

Maintaining waitlist

Working in tandem with fiscal, administrative, fiscal, and program teams

Requirements

Associate's degree or equivalent experience required.

Office and or data entry experience is necessary.

Strong verbal and written communication skills.

Accuracy in work and communication.

Demonstration of excellent computer skills including the ability to work independently in Microsoft Outlook, Word, Excel,

Publisher and PowerPoint, and other specialized databases

Ability to maintain the confidentiality of information, ability to read, analyze and interpret information; keep systems organized and work cooperatively with a variety of staff.

Intake Coordinator 5

Job summary

We are looking for an [Intake Coordinator](https://100hires.com/intake-coordinator-job-description.html) to complete intake assessments and various screens for any new admissions. We are in search of a candidate with a Bachelor's Degree, with experience in the Substance Abuse and/or Mental Health field. We are a fast-paced, rapidly growing treatment center looking for a permanent addition to our wonderful team. The ideal candidate is organized, humble, tactful, punctual, and coachable. The ideal candidate also has strong documentation skills and is a self-starter.



Responsibilities

- Complete intake assessments
- Complete screens
- Complete other admission documents as needed
- Complete other tasks as assigned
- Coordinate with medical team client needs

Requirements

- Bachelor's Degree
- Intake/Admissions experience, 1 year preferred.
- Case management experience, 1 year preferred.

Intake Coordinator 6

Job summary

An [Intake Coordinator](https://100hires.com/intake-coordinator-job-description.html) coordinates patient care between various departments of the agency to ensure Starts of Care or Resumptions of Care are staffed promptly.

Responsibilities

- Receives incoming patient referrals via phone and fax.
- Coordinates patient care between the scheduling department, authorization department, and field staff.
- Assists with scheduling as needed by staffing patient cases with the correct discipline.
- Responds promptly and courteously to all patient inquiries or problems.
- Assigns therapy staff by appropriate location.
- Coordinates with Account Executives to process received intake patient information.
- Runs delay/refusal report and follows these patients through the process of either beginning care or canceling referral as assigned.
- Keeps Pending board updated by going through pending patients and providing updates in the medical record system.
- Notifies Face to Face Coordinator when intake information is received for Medicare or Medicaid patients to assist the Face to Face process.
- Adhere to all company policies and procedures.

Requirements



Must be a licensed Practical Nurse (LPN) or a licensed [Registered Nurse](https://100hires.com/registered-nurse-job-description.html) (RN) in the State and a graduate of an approved school of practical nursing or an approved school of professional nursing

One year of experience in a healthcare office setting

Excellent computer skills

Excellent interpersonal skills

Intake Coordinator 7

Job summary

As an Intake Coordinator, you will be primarily responsible for assisting in the coordination of case management services for clients' educational, therapeutic, medical, and placement needs in the respective program. This individual will also be responsible for ensuring the intake process is streamlined and clear to all involved, while working closely with all team members to ensure intake and discharge timelines are met. Additionally, this position will assist program staff by aiding in the documentation and communication process for clients.

Responsibilities

Organize and attend arranged intakes for the local site to ensure all staff, and clients are apprised of the intake process

Coordinate and facilitate discharges

Conduct case support tasks, such as background checks, address checks, filing, information input, case noting, and coordinating information sharing

Provide transportation for arrivals and intakes, as requested

Meet regularly with the direct supervisor to schedule and prioritize work

Effectively track intakes and discharges

Record and maintain accurate and up-to-date client records

Assist in the collection, compilation, and reporting of program outcome data

Attend trainings as requested by supervisor

Complete other duties as assigned.

Requirements

Bachelor's degree in Human Services or related field of study from an accredited college

Prior work experience in cross-cultural settings

Excellent verbal and written communication skills

Demonstrated ability to be flexible, creative, and compassionate to meet the needs of traumatized adults and children

Exercise a high level of confidentiality



Pass a criminal history screen, including state and local child protection agency registries

Intake Coordinator 8

Job summary

The [Intake Coordinator](https://100hires.com/intake-coordinator-job-description.html) will receive and process confidential client information from a variety of sources including, over the phone, via fax, email, and in person. The [Intake Coordinator](https://100hires.com/intake-coordinator-job-description.html) will enter data from monthly reports.

Responsibilities

Answer the phone live 70% of the time.

Conduct intakes live over the phone, from faxes, emails, or in person, and enter them into the state-required data collection system.

Input intakes in the data management system live or immediately after getting off the call.

Keep daily logs current.

Name and save transfer discharge notices to the appropriate regional folder.

Input data into the appropriate data system.

Review source documents for accuracy and correctness.

Generate reports as needed meeting prescribed deadlines.

Ensure that facility lists including but not limited to those in the state-required data collection system are up to date and that the database is clean.

Adhere to consent and confidentiality provisions required by the ombudsman program, including the maintenance of confidential files and confidential information.

Attend all meetings regarding the maintenance/revisions of all systems relating to data reporting. Meetings may be internal or external.

Assist with special data-related projects as needed.

Requirements

Ability to use keyboard and phone to intake information

Ability to accept all complaints including reports of alleged elder and dependent adult abuse

Ability to answer the phone live

Minimum of High school diploma or GED required with a minimum of two (2) year's college preferred

Minimum of five (5) years experience in a data collection/reporting role

Working knowledge of Microsoft Office including Outlook and Excel



Demonstrated ability to communicate effectively in writing and orally

Proven organizational skills to prioritize work and meet deadlines

Detail oriented to flag errors and to question inconsistencies in information

Ability to interface/relate well with all levels of staff and with the public

Intake Coordinator 9

Job summary

We are seeking an [Intake Coordinator](https://100hires.com/intake-coordinator-job-description.html) for the office. The primary responsibility is to ensure that patient referral intake information is accurately entered into CPR+, email notification to sales and select staff, and timely fax notification of referral to referring physician's office.

The [Intake Coordinator](https://100hires.com/intake-coordinator-job-description.html) functions as an integral member of a multidisciplinary clinical team that manages the care of ambulatory infusion patients. The IC works closely with the Insurance Case Managers and Nurse Managers (or designee) in providing and promoting customer service, process flow, operational integrity, quality care, and process improvement along with high service standards.

Responsibilities

Enters new patient demographics, insurance into CPR+. Scans and tags initial paperwork into the medical records.

Sends Initial Plan of Treatment to the referral source, as applicable.

Sends e-mail alerts on all new referrals.

Sends Notification of referral to the referral source.

Provides timely acceptance and completion of new referrals.

Notifies clinical and insurance case managers of pending referral

Responsible for initiating and tracking new referral checklist for completion.

Check CPR+ for outstanding balances, coordinates with Reimbursement.

Obtains referring MD notes for insurance authorizations.

Demonstrates ability to communicate effectively and express ideas clearly warmly and helpfully.

Takes initiative to present ideas/suggestions to management; follows appropriate organizational lines in resolving questions, concerns, and ideas.

Utilizes CPR+ exclusively for the purposes of communicating and documenting patient information.

Requirements

Graduate from an accredited school of nursing and active RN or [LPN](https://100hires.com/lpn-job-description.html) license.

RN with 2 years or [LPN](https://100hires.com/lpn-job-description.html) with 5 years of clinical experience.



Medical terminology and coding.

Strong organizational, communication, and problem-solving skills.

Excellent internal and external customer service.

A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.

Must be able to assume a flexible work schedule.

Intake Coordinator 10

Job summary

We seek an Intake Coordinator.

Responsibilities

Interviews and evaluates client needs and identifies potential clients.

Screens for federal, state, county, and local eligibility for health, dental, and social services programs

Secures information such as medical, psychological, and social factors contributing to the client's capacities

Secures and updates supplementary information such as applications, employment, and verification of insurance

Accesses and supplies community resource programs, services, policies, and procedures

Provides referrals to case management

Completes and maintains records

Schedules and updates appointments provide follow-up calls

Assists in the resolution of complaints, requests, and inquiries from clients

Performs other duties as assigned

Requirements

High school or general education diploma (GED); or one year of experience in a Medical Administration environment; or equivalent combination of education and experience required. Two years of a college education is preferred.

Ability to read and comprehend instructions, correspondence, and memos.

Ability to write simple correspondence.

Ability to effectively present information in one-on-one and small group situations to clients.

Fluent in English.