**Intake Coordinator**

**Westminster Canterbury on Chesapeake Bay**

3181 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Manages referrals for all home and community-based services programs. Accepts referrals and follows up with client, family, facility or physician’s office to obtain needed information. Performs Medicare and insurance eligibility. Maintains referral log. Enters new clients into computer system. Always model our core values of respect, passion, and professionalism, and be willing to assist, or use your authority, in holding all others accountable for doing the same.

**RESPONSIBILITIES**

* **Referral Processing:**
  + Maintains accurate records of physician names, credentials, PECOS, NPI, OIG check, license expiration, and contact information, by entering and editing the computer program.
  + Enters and maintains accurate resource records for family/friends, and facilities.
  + Enters the initial referral demographics and insurance information into computer system for Home Care, Home Health and Hospice patients.
  + Verifies insurance numbers and eligibility. Obtains authorizations as required. Documents this in computer system.
  + Compiles needed paperwork to send to insurance companies as required.
  + Answers phones, provides excellent customer service when accepting internal and external calls for information or referral.
  + Prepares admission packets for clinicians to open cases, and emails information as needed to staff or contractors.
  + Orders DME for Home Health clients as needed or requested.
* **Physician’s Orders:** 
  + Assists in Orders processing by printing orders for review by Director of Nursing or Administrator.
  + Faxes orders to physicians for signature. Follows up as needed.
  + Faxes missed visit notifications, discharge and transfer summaries to physicians and facilities.
  + Manages open orders report to assure physician’s orders are signed within 30 days.
  + Manages the Face to Face requirements for all Home Health new certifications. Obtains physician encounter notes and Hospital or SNF Discharge Summaries. Sends physician additional information to approve as needed. Coordinates with the DON/Administrator for final approvals.
* **Reports:** 
  + Maintains accurate and complete Home Health and Hospice referral log in shared drive.
  + Maintains accurate record documentation in the computer system, including reasons for referrals not taken under care, and referral source.
  + Runs various reports from the computer system to verify accuracy and completeness of data entered.
  + Runs the ATB report after month end process to determine number of new episodes for the month.
* **Outreach:** 
  + Makes phone calls, at regular intervals, to clients to audit client and family satisfaction with services, and to identify new needs for services.
  + Assists with setting up meetings / in-services on or off site.
* **Office Procedures:** 
  + Completes regular inventories of office supplies, and places orders as needed.
  + Assists with the process of verification of visits as requested.
  + Takes 24 hour on call rotation responsibilities, alternating with Intake Coordinator. Accepts calls from staff and clients and families and follows up on requests for schedule changes and new services. Notifies Home Health RN or Hospice RN on call for any care related issues or questions.
  + Maintains accurate records documented in the on-call log.
  + Back up filing for Home Care and Home Health as needed.
  + Back up scheduler duties during on call rotation.
  + Back up payroll process duties as needed.
  + Scans documents to off-site staff as required.
  + Miscellaneous clerical and office duties as needed.
* **Other:** 
  + Demonstrates initiative in offering to pitch-in and help others wherever needed.
  + Assists in carrying out the mission of Westminster-Canterbury in any way needed at the time. Cheerfully undertakes other assigned duties.

**QUALIFICATIONS**

* High school education or equivalent experience
* One year of office experience in a healthcare setting; prior experience in Home Health, Home Care, and/or Hospice setting preferred
* Demonstrated proficiency in Office software or similar (Word, Excel) and/or Google applications; email; and electronic calendars
* Prior experience in data entry and maintaining databases preferred
* Demonstrated ability to read, write and speak English
* Demonstrated excellence in verbal and written communications
* Demonstrated excellence in customer service skills, including telephone etiquette
* Must be able to meet deadlines, work under limited supervision
* Demonstrated organizational skills with exceptional attention to detail and accuracy
* Valid state driver’s license
* Motor Vehicle Driving Record satisfactory to Westminster-Canterbury and its insurance
* providers
* Proof of motor vehicle insurance.