



# Genevive

## Job Description: MSHO Team Assistant

**Job Title:** MSHO Team Assistant

**Department:** MSHO Care Coordination Team

**Position Summary:** Assists and supports the Care Coordination Team with daily activities such as completing and submitting authorizations, required state and health plan documentation and forms, providing customer service over the telephone, creating electronic charts, responding to members and agencies, making outreach calls to members, entering data, and additional projects as assigned. Leads by example and reinforces Genevive's values of integrity, respect and trust through actions, decision making and competence.

**Supervision Received:** Care Coordination Managers & Team Assistant Lead

**Supervision Exercised:** None

**Hours per Pay Period:** 80 Full-Time, Non-Exempt

### Education/Qualifications:

1. High School Diploma
2. Computer proficiencies including extensive knowledge of Microsoft Word and Excel
3. Typing speed of 50+ WPM
4. Detail oriented with strong organizational skills
5. Ability to problem solve and meet deadlines
6. Telephone customer service skills
7. Knowledge of health plans including Medical Assistance
8. Experience working with Adobe Acrobat
9. Administrative experience in Health Care, preferred

### Computer Programs Used:

1. Microsoft Excel
2. Microsoft Access
3. Microsoft Word
4. Microsoft Outlook
5. Adobe Acrobat/Reader
6. Epic and Excellian EMRs
7. Bluezone
8. Internet access through Internet Explorer or Firefox

**Essential Functions:**

1. Data Base: Date entry, printing and distributing monthly lists and rosters
2. Follows HIPAA guidelines when accessing and sharing patient information
3. Patient Enrollment
  - a. Verify correct assignment for community and nursing home patients on Excel spreadsheets received monthly from the health plans and communicate incorrect assignments to health plans
  - b. Transfer patients to and from Genevive for case management as appropriate
  - c. Correspondence to patients, physicians and facilities related to enrollment
  - d. Entering information into Genevive's data base and EMR pertaining to enrollment
  - e. Create and maintain electronic charts
4. Verify the patient's insurance. Contact the patient, patient's family, insurance plan, or website to verify the accuracy of the patient's health insurance coverage
5. Process authorizations and referrals with the patient's health plan. Communicate with providers and other customer.
6. Communicate with health plans via email, phone and websites to verify continued enrollment in MSHO/MSO+
7. Additional responsibilities include, but are not limited to, faxing, answering phones, emailing, using a copier, fax machine and scanner, future assignments as determined
8. Communicate with the Counties to clarify member's enrollment and status
9. Use professional oral and written communication

**Physical/Mental Demands:**

1. Requires standing and prolonged sitting associated with a normal office environment
2. Performs highly complex and varied tasks requiring independent knowledge and its application to a variety of situations, as well as exercise of independent judgment
3. Must be able to prioritize activities when faced with competing demands
4. Must be able to communicate effectively and professionally
5. Attend offsite meetings as determined by manager
6. Must be flexible with job assignments and department changes

**Environmental/Working Conditions:**

1. Work is performed in a normal office environment
2. Contact with CC staff, physicians and GNPs is frequent and occasionally interruptive
3. May view computer screens for long periods of time

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions*