



Genevive

## Job Description: MSHO Service Specialist

**Job Title:** A Team Assistant specializing in supports and community services.

**Position Summary:** This position supports the Care Coordination team to meet the member's needs identified by the Care Coordinator through the Health Risk Assessment process. They will contact service providers as directed by the Care Coordinator to provide services and supplies. They will provide choices for the member as able. They will process authorizations following the guidelines of the Health Plans and Genevive. They will follow and uphold the Mission of Genevive.

**Supervision Received:** Care Coordinator Managers and TA Supervisor

**Supervision Exercised:** None

**Hours Per Pay Period:** 80  Full-Time  Part-Time Exempt X Non-Exempt

**Education/Qualifications:**

1. H.S. Equivalent and some Secondary Education desired
2. Excellent PC skills required. Microsoft Excel, Word applications and Electronic Medical Record experience desired.

**Knowledge/Skills/Abilities:**

1. Knowledge of Medicare/Medical Assistance and Insurance billing
2. Ability to effectively communicate and work with ethnically diverse populations
3. HIPAA compliant
4. Knowledge of community service organizations, agencies, programs and funding sources.
5. Exceptional professional communication and organizational skills
6. Able to work independently as well as function as a team member
7. Detail oriented
8. Ability to learn new tasks

**Essential Functions: MSHO Service Specialist**

(This list may not include all of the duties assigned.)

1. Responsible for managing an Excel spreadsheet of community services available to our members.
2. Communicates service details with member/member rep., care team and service providers.
3. Updates Service Plan with provider and service information. Makes updates as they occur.
4. Processes denials of inappropriate services in a timely manner as directed by the Care Coordinator.
5. Process paperwork for reductions or termination of services.
6. Documents actions and interactions in member file.
7. Stops and restarts services as directed by Care Coordinator
8. Sends letters and documents as required for new and changed services per process guidelines.
9. Attends small group and large group meetings
10. Able to communicate with diverse populations using interpreter services.
11. Capable of prioritizing and managing multiple tasks.

**Physical/Mental Demands:**

1. Requires sitting and standing associated with a normal office environment.
2. Requires the use of office equipment, such as copiers, computers, telephones and fax machines.
3. Work requires hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to complete patient visits, or sitting for extended periods of time.
4. Able to handle stress in dealing with tense, angry, and/or upset clients or patients.
5. Must be able to prioritize activities when faced with competing demands.
6. Vision must be correctable to 20/20 and hearing must be in a normal range for telephone contacts.
7. Must be able to lift 25 lbs. occasionally, 10 lbs. frequently.

(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)

**Environmental/Working Conditions:**

1. Quiet and private, HIPAA compliant home office environment
2. Contact with staff, providers and members.
3. Able to attend office meetings

(The work environment characteristics described here are representative of those employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)