



Genevive

Job Description: MSHO Intake Coordinator

Department: MSHO Care Coordination Team

Position Summary: Responsibilities include supporting the MSHO Team with daily activities such as processing paperwork, faxing information to outside providers, telephonic customer service, documenting in electronic charts, complex data entry, and additional projects as assigned. This candidate will practice Genevive's values of integrity, respect and trust through actions, decision making and competence. They will also function as a supportive team member.

Supervision Received: Care Coordination Managers and TA Supervisor

Supervision Exercised: None

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

Education/Qualifications:

1. High School Diploma
2. Computer proficiencies including knowledge of Microsoft Word
3. Create and manipulate effective spreadsheets with Excel
4. Typing accuracy and speed of 65+ WPM
5. Detail oriented with strong organizational skills
6. Ability to problem solve and meet deadlines
7. Telephone customer service skills including listening, sensing, interpreting, evaluating and responding professionally.
8. Experience working with Adobe Acrobat

Computer Programs Used:

1. Microsoft Excel
2. Microsoft Word
3. Microsoft Outlook
4. Adobe Acrobat/Reader
5. Internet access through Internet Explorer or Firefox

Essential Functions:

1. Detailed data entry, printing and mailing documents
2. Follows HIPAA guidelines when requesting, accessing and sharing patient information
3. Communicate with providers, staff members and other customer service representatives.
4. Communicate with health plans, county and state entities via secure email, phone and websites to verify information.
5. Additional responsibilities include, but are not limited to, faxing, answering phones, emailing, using a copier, fax machine and scanner, and future assignments as determined by supervisor
6. Use of professional and accurate 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 GNP's 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