



# Genevive

## Job Description: MSHO Intake Coordinator

**Job Title:** MSHO Intake Coordinator

**Department:** Nursing

**Position Summary:** The MSHO Intake Coordinator acts as the support center for the MSHO Team providing activities essential to success. Daily responsibilities include paperwork processing, telephonic customer interface, electronic chart documentation, faxing, complex data entry, and additional opportunities as assigned. This position is integral to providing essential support to the MSHO Care Coordination team. Your attention to detail would be vital to the outcome of health and safety to our elderly MSHO patients.

**Supervision Received:** TA Supervisor

**Supervision Exercised:** n/a

**Hours per Pay Period:** 80hrs

**Classification:**

Full-Time

Exempt

Part-Time

Non-Exempt

### Education/Qualifications:

1. High School Diploma or equivalent
2. Computer proficiencies and knowledge of Office 365 including Word, Excel, Outlook
3. Typing accuracy and speed of 65+ WPM
4. Detail oriented with strong organizational skills
5. Ability to problem solve and meet deadlines
6. Professional customer service and communication skills
7. Experience working with Adobe Acrobat

### Essential Functions:

1. Responsible for detailed data entry and creating, printing, and mailing documents
2. Manage Excel spreadsheets to process enrollment from contracted health plans
3. Follows HIPAA guidelines when requesting, accessing, and sharing patient information
4. Communicate with providers, staff members, and other customer service representatives
5. Prioritizes work according to fluctuating deadlines
6. Communicate with health plans, county and state entities via secure email, phone, and websites to verify information
7. Additional responsibilities include, but are not limited to, faxing, answering phones, emailing, using a copier and postage machine

### Physical/Mental Demands and Work Environment:

1. Requires standing and prolonged sitting associated with a normal office environment
2. May view computer screens for long periods of time



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3. Performs highly complex and varied tasks requiring independent knowledge and its application to a variety of situations, as well as exercise of independent judgment
4. Must be able to prioritize activities when faced with competing demands
5. Must be able to communicate effectively and professionally
6. Attend offsite meetings as determined by supervisor or manager
7. Contact with CC staff, physicians and GNP's is frequent and occasionally interruptive

*The 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.*