



Genevive



Job Description: MSHO Team Assistant

Job Title: MSHO Team Assistant

Department: Nursing

Position Summary: This hybrid position assists customers and care coordination staff with daily activities such as answering calls, actively listening to callers and identifying their needs, forwarding accurate information to the care coordination team via email. Team Assistants conduct research to provide answers for customers to resolve their issues. Additional tasks include assisting arranging home care services for our members, data entry, 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: MSHO TA Supervisor

Supervision Exercised: None

Hours per Pay Period: 80hrs

Classification:

Full-Time

Exempt

Part-Time

Non-Exempt

Education/Qualifications:

- High School Diploma
- Computer proficiencies including knowledge of Office 365
- Typing speed of 65+ WPM
- Detail oriented with strong organizational skills
- Ability to problem solve and meet deadlines
- Telephone customer service skills
- Experience working with Adobe Acrobat, Microsoft Excel, and Microsoft Outlook
- Proof of current COVID-19 Vaccination or medical or religious exemption on file with Human Resources

Computer Programs Used:

- Office 365, Adobe Acrobat/Reader, Advanced MD
- Internet access through Chrome, Firefox, or Internet Explorer
- EMR’s: Epic, Excellian, and Gehrmed

Essential Functions:

- Answer high volume phone line, take accurate messages and relaying information to team members.
- Research records to find answers to questions and provide information back to caller.
- Use health plan language lines to communicate with members
- Communicate effectively and professionally with providers and other customers.



Genevive

- Set up and close home care services for our members
- Fill out MSHO forms from templates
- Follows-HIPAA guidelines when accessing and sharing patient information
- Patient outreach, update care plans and arrange transportation as needed.
- Process authorizations and referrals with the patient's health plan. Communicate effectively and professionally with providers and other customers.
- Attend in person and remote meetings as directed by supervisor.
- Use professional oral and written communication
- Performs highly complex and varied tasks requiring independent knowledge and its application to a variety of situations, as well as exercise of independent judgment
- Must be able to prioritize and self-manage workflow being flexible with job assignments and departmental changes.
- Additional duties as assigned.

Physical/Mental Demands and Work Environment:

- Requires sitting and standing associated with a normal office environment.
- Requires the use of office equipment, such as copiers, computers, telephones, and fax machines.
- 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.
- Able to handle stress in dealing with tense, angry, and/or upset clients or patients.
- Must be able to prioritize activities when faced with competing demands.
- Must be able to lift 25 lbs. occasionally, 10 lbs. frequently.
- Quiet and private, HIPAA compliant home office environment
- Contact with staff, providers, and members.

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.

Employee Signature _____ Date _____