



# Genevive

## Job Description: MSHO Support Associate

**Job Title:** MSHO Support Associate

**Department:** Nursing

**Position Summary:** The MSHO Support Associate acts as the support center for the MSHO Care Coordination team and is essential to the team's success. Responsibilities include answering phones, actively listening to callers' needs, taking accurate messages, and researching answers to questions, from members, families, and providers. Accurately entering data in spreadsheets, health plan, state templates, and forms. Prepare charts for care coordination visits, process health plan enrollment reports, and create new member files. Process mail, arrange, complete and process authorizations for services for our members, following the guidelines of the health plans and Genevive. Candidates will lead by example and reinforce Genevive's values of integrity, respect and trust through actions, decision making, and competence. 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 the health and safety of our elderly MSHO members.

**Supervision Received:** MSHO Support Associate Supervisor

**Supervision Exercised:** None

**Hours per Pay Period:** 80hrs

**Classification:**

Full-Time

Exempt

Part-Time

Non-Exempt

### Education/Qualifications:

- High School Diploma or equivalent
- Typing speed of 65+ WPM
- Detail oriented with strong organizational skills
- Ability to problem solve and meet deadlines
- Experience working with Adobe Acrobat, Microsoft Office 365, Excel, SharePoint, and Outlook
- Ability to effectively communicate and work with ethnically diverse populations
- Exceptional professional telephone customer service and written communication skills
- Able to work independently as well as function as a team member
- Knowledge of community service organizations, agencies, programs, and funding sources

### Essential Functions:

- Follows HIPAA guidelines when requesting, accessing, and sharing member information
- Performs highly complex and varied tasks requiring independent knowledge and its application to a variety of situations, as well as exercise of independent judgment
- Detailed data entry into member database, spreadsheets and EMR



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- Use professional and effective oral and written communication to communicate with members, families, service providers, counties, and Genevive staff, to include using health plan language lines
- Use spreadsheets to organize data
- Document member interactions in member file as they occur
- Update and create health plan documents, including letters, using templates, for monthly enrollment, as well as other uses
- Must be able to prioritize and self-manage workflow being flexible with job assignments and departmental changes
- Process time sensitive documents, with overlapping deadlines, capable of prioritizing and managing multiple tasks
- Answer high volume phone line, research to find answers to questions, take accurate messages and relay information as needed
- Member outreach, ordering services, updating care plans, and arranging transportation as needed for our members
- Process authorizations and referrals with the patient's health plan
- Communicate with health plans via email and phone to verify continued enrollment in MSHO/MS+
- Obtain and stop services for our members as directed
- Create, print, copy and distribute documents using email, fax, and traditional mail
- Attend in person and remote meetings as directed by supervisor
- Additional tasks and projects 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, postage machine.
- Work requires hand dexterity for office machine operation, stooping and bending to files and supplies, 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.
- Quiet and private, HIPAA compliant home office environment
- Contact with staff, providers and members.
- Able to attend office meetings

*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 \_\_\_\_\_