

Job Title/Position: *Referral/Intake Coordinator*

Reports To: *Executive Director/Administrator*

JOB DESCRIPTION SUMMARY

Responsible for managing all aspects of the client intake process including managing the members of the intake team, establishing and maintaining positive relationships with customers and referral sources, responding to customer requests and concerns, and managing the insurance verification and authorization processes. This is a non-exempt position.

ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

1. Processes all referral and intake data.
2. Completes referral information that includes intake data, essential background information, and hospital course.
3. Monitors aged unsigned physician orders and submits second and third requests for signed orders to overdue physicians, calls or visits the offices of seriously overdue physicians.
4. Receives case referrals. Reviews available client information related to case, including disciplines required, to determine home care needs. Assigns appropriate clinicians to case.
5. Promptly responds to managed care customers' requests and concerns.
6. Establishes and maintains positive working relationships with current and potential managed care customers.
7. Maintains current log of interim orders and plans of care to verify mail and return date to comply with state and federal regulations.
8. Maintains adequate inventory of medical supplies/items needed to provide appropriate client care, notifies the Clinical Supervisor when inventory needs to be restocked.
9. Maintains adequate supply of client clinical record elements and stock of pre-made clinical records available for clinicians.
10. Tracks admission, discharge, case conferences, certification and re-certification dates on all clients.
11. Processes new client referral information into the computer system on a timely basis.
12. Tracks verification for all skilled services.
13. Coordinates and verifies clinical documentation for input, i.e., 485-486 forms (Admission through Discharge).
14. Maintains accurate mailing lists of employees, patients, Medical Directors, physicians and contractors and forwards any changes to the Corporate Office.
15. Special projects and other related duties as assigned by the Director of Clinical Services/Information Systems Supervisor.

Job Title/Position: *Referral/Intake Processor*

The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbents may be requested to perform job-related tasks other than those stated in this description.

POSITION QUALIFICATIONS

1. High school diploma or equivalent required. Certified Nurse Assistant certification preferred.
2. At least three years experience in home health care.
3. Demonstrates good communication, negotiation, and public relations skills.
4. Demonstrates autonomy, organization, assertiveness, flexibility and cooperation in performing job responsibilities.

ENVIRONMENTAL CONDITIONS

There are no harmful environmental conditions that are present for this position.

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities 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 functions and expectations.

The frequency of each activity will be identified by the following codes:

R - Rarely (less than .5 hr. per day)

O - Occasionally (.5 to 2.5 hr. per day)

F - Frequently (2.5 to 5.5 hr. per day)

C - Continually (5.5 to 8 hr. per day)

NA - Not Applicable

The activities below are intended to describe the general context/requirements for performance of this job. It is not an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties.

| Physical Activities | Code | Describe any repetition or a unique application of activity, which may be associated with this position |
|----------------------------------|------|---|
| Sitting | F | |
| Stationary Standing | F | |
| Walking | F | |
| Ability to be Mobile | C | |
| Crouching (bend at knees) | F | |
| Kneeling/Crawling | R | |
| Stooping (bend at waist) | F | |
| Twisting | F | |

| | | |
|---|---------------------|---|
| (knees/waist/neck) | | |
| Turning/Pivoting | F | |
| Climbing | O | |
| Balancing | F | |
| Reaching Overhead | F | |
| Reaching Extension | F | |
| Grasping | F | |
| Pinching | O | |
| Pushing/Pulling | O | |
| Weight Ranges | Up to 25lbs. | |
| Lifting/Carrying | O | |
| Other | | |
| Sensory Activities | Code | Describe any repetition or a unique application of activity, which may be associated with this position |
| Talking in Person | C | |
| Talking on telephone | F | |
| Hearing in person & on phone | C | |
| Vision for close | F | |

I have read and understand the job description for community liaison and reviewed the ADA requirements for my job description and affirm that I can perform all the job requirements and ADA requirements for the job of Referral / Intake Processor.

Without accommodation.

With the following accommodation: _____

Employee Signature: _____ Date: _____

Employee Name Printed: _____

Witnessed by Agency employee: _____