



BELIEVE THERAPIES

therapy that works

DIVISION 2: INTAKE COORDINATOR JOB DESCRIPTION

PURPOSE

To establish a relationship with all new clients in ensuring they feel welcome and well educated in what to expect during their time with Believe and its processes. Statistics maintained at average or above average levels.

PRODUCT

High volume of client referrals turned into new patients.

POST FUNCTIONS

- Ensuring the internal and external communications of the company flow smoothly and efficiently.
- Ensuring that all comprehensive referral information is obtained timely.
- Ensuring referrals convert into evaluations as quickly and efficiently as possible, tracking through the completion of tasks, workflows and the intake report.
- Ensuring all client charts are set up with comprehensive and accurate information (e.g. demographic, contacts, case, insurance and billing) within the EMR system.
- Completing insurance verifications and financial agreements for clients.
- Ensuring all clients have been educated on their insurance benefits and financial obligations for therapy services received.
- Ensuring all client authorizations are obtained prior to initial evaluations based on individual insurance requirements.
- Overseeing the setting of new patient evaluation appointments efficiently and for maximum production.
- Ensuring all new patient appointments are kept.
- Perform other duties as delegated, required or requested.

SKILLS NEEDED

Applicants for the intake coordinator position should be comfortable with multitasking. They must possess high communication skills (verbal and written), great control, enjoy working with others at all levels, and sincerely have a passion for patient care.

QUALIFICATIONS

- High school diploma or equivalent
- Previous experience in an intake coordinator positions, or the equivalent, preferred but not required.
- Experience with insurance and insurance verification and authorization, preferred but not required.
- Basic understanding of computers and Microsoft Office applications.

SCHEDULE

This position is Full-time, Monday through Friday 8:00am -5:00pm. Attendance is very crucial in this position so all time-off requests must be worked out beforehand when possible.

MAIN STATISTICS AND PRODUCTION QUOTAS

- Conversion of referrals to New Patients

Quotas will be set weekly or monthly (depending on the statistic) and are expected to be met within the first 30 days and consistently thereafter. The expectation is that all statistics will be maintained at the condition of Normal or better.

VALUABLE FINAL PRODUCT

High volume of client referrals turned into new patients.