



**Job Title: Assistant Intake Coordinator**

**Overview:** Responsible for fielding inquiries about placement at Mitchell's Place, authorizations and building client information.

**Reports to:** Billing Director

**FLSA:** Non-Exempt

**Duties:**

1. Front Office
  - Answer multi-line calls
  - Open front office in the morning and close
  - Assist Clinical Director with miscellaneous tasks
  - Ensure supplies remain stocked by ordering in a timely manner
  - Check fax que regularly
  - Handle any maintenance/supply issues needed for the building.
2. Inquiries about Mitchell's Place Southside ST, OT, and ABA
  - Field all calls about placement, evaluations, therapy and insurance coverage
  - Fill out Intake form with prospective caller
  - Once needs are determined, refer client to the correct department
  - Send client paperwork when department head gives the go ahead
  - Enter new patient information into the computer system when client paperwork comes back
  - If referral is being made to a provider outside MP for psychology evaluation, call family with referral information.
3. Patient Related information
  - Enter speech, OT, feeding, therapy and ABA therapist schedules into scheduling software
  - Make new charts for patients.
  - Add new patients/clients to EHR.
4. Insurance
  - Pull files from IntakQ
  - Verify Insurance benefits and send email with estimated cost.
  - Maintain prescriptions in Central Reach
  - Maintain patient financial files
  - Work with Billing Director on any insurance/billing issues that he may need help with which could mean but is not limited to posting payments from insurance companies, posting to our billing system, and talking to clients.



5. Psychology Clients

- Field calls for Psychology (includes new patients and waitlist)
- Handle all paperwork associated with new clients
- Work with Psychologist to determine type of evaluation or therapy.
- Schedule and take payment of all clients
- Make new Patient Charts for Psychology
- Scan intake packets into EHR.

6. ABA Waitlist

- Keep waitlist organized
- Call everyone on the waitlist every month to see if they are still interested (talk to Lauren before the call). Document what is said to parents and their response.

**Minimum qualification and requirements**

- Proficient in Microsoft Office (Excel, Word)
- Ability to work collaboratively
- Positive Attitude
- Multi-task
- Willingness to learn
- Prefer bilingual ability, but not necessary