

JOB DESCRIPTION

JOB TITLE: Enrollment and Program Specialist

JOB RESPONSIBILITIES: Responsible for identifying client payer source, entering payer source information into electronic health records. Also responsible for maintaining related records, files, and performing administrative duties in the treatment department.

Essential functions of this job include, but are not limited to:

ENROLLMENT RESPONSIBILITIES

Checks identity and eligibility and accurately enters payer information into Electronic health record with appropriate enrollment date in a timely manner.

Determines and plans for collection of co-pays in an accurate and timely manner.

Works the GOSH system for ADM clients in an accurate and timely manner.

SHARES system for Cuyahoga, Franklin, and Hamilton County boards of MH/AOD.

Ensures accurate and timely Medicaid enrollment applications and reporting or feedback loop.

Conducts accurate coding quality assurance: QA on clinicians' schedules on a daily basis to review services and documentation before claim has begun for processing.

Works with Accounting Department regarding eligibility and historical claims in an effective manner.

Works problems with claims identified by the Accounting Department that need to be corrected by the clinicians (before the claims can be released for payment) in an accurate and timely manner.

Creates and runs reports in an accurate and timely manner. Disseminates same as directed by supervisor.

Assists clients with Medicaid applications in an effective manner.

Enters accurate billing information into the electronic health system to ensure clients' payer source is identified and properly billed.

Reviews, on weekly and as needed basis, all clients entering or engaged in treatment services to ensure they are receiving insurance benefits.

Reconciles client logs and/or staff schedules to ensure that accurate and timely billings are being generated for each client.

Maintains accurate client logs to ensure all Oriana House, Inc., clients have the opportunity to enroll for Medicaid services.

Reviews status of Medicaid enrollment with clients so they can process documentation requests from the State in an accurate and timely manner. Documentation requests may include, but are not limited to: verification of income, verification of address, family size, etc.

Reviews, on a weekly basis, Self-Pay report for assigned area, enters the client's initial payer, and reports progress weekly to Care Logic Billing Supervisor.

Maintains effective communication with the Medicaid Administrator in the Accounting Department to ensure the work flow and billing information is understood by personnel in both departments.

Maintains contact with clients' Caseworkers and Counselors to help keep the flow of information regarding: enrollment, status of claims, needs from the clients, etc., moving forward.

Effectively and courteously answers all telephone calls received.

Effectively and courteously greets and directs all visitors in the building (clients, applicants, employees, vendors, etc.).

Works a flexible schedule in order to meet with clients who have various scheduling needs due to programming requirements and work schedules; this includes evenings as needed to ensure all clients are given access to enroller services.

Effectively schedules appointments in an accurate and timely manner for point of entry.

Effectively communicate with Caseworkers regarding enrollment status in an accurate and timely manner.

Initiates 'prior authorization' processes with insurers in an accurate and timely manner.

PROGRAM ASSISTANT RESPONSIBILITIES

Effectively receives referrals into program and tracks numbers of clients in various programs.

Effectively tracks number of clients in groups in an accurate and timely manner.

Effectively schedules appointments in an accurate and timely manner.

Effectively communicate with Caseworkers regarding getting clients to appointments, conflicts of schedules, etc.

Assists with the interview and hiring process in an effective and timely manner.

Maintains and monitors Vivitrol, pharmacy, orders, UDS requests, results, and supplies in an accurate and efficient manner.

Effectively and accurately completes client transfers in electronic health record.

Attends and types accurate departmental meetings minutes. Disseminates them as directed by supervisor in a timely manner.

Orders supplies with supervisor's approval in an accurate and timely manner.

Manages check requests in an accurate and timely manner.

Manages purchasing orders in an accurate and timely manner.

Tracks credentials and NPI numbers in an accurate and timely manner, to include following up with clinical/program staff.

Manages staff relationships in electronic health record in an accurate and timely manner.

Manages information board of protocols in an accurate, organized, and timely manner.

COMMUNICATION AND INTERPERSONAL SKILLS

Facilitates and maintains productive communication while maintaining a professional, prosocial relationship with clients and employees.

Maintains appropriate boundaries with clients and employees as outlined in Agency Code of Ethics and other policies.

Expresses empathy regarding client situations as appropriate.

Recognizes antisocial thinking and behaviors. Addresses them immediately, positively, and in a non-threatening manner.

De-escalates potentially volatile situations between clients when necessary utilizing cognitive-based intervention strategies.

Answers calls courteously and professionally, directs calls appropriately, and takes accurate messages as necessary.

Interacts professionally with employees, visitors, guests, law enforcement, court, and safety personnel.

MODELING SKILLS

Speaks positively about the program, Agency, and employees.

Speaks positively about programming, law enforcement, courts, and the law in general.

Displays prosocial thinking and prosocial behavior.

Demonstrates respect toward employees and clients.

OTHER

Ensures clients' rights are upheld. Maintains client and staff confidentiality according to Agency policies and procedures; state law; and federal regulations to include Confidentiality on Alcohol and Drug Abuse Patients Records, 42 C.F.R. Part 2 and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164.

Obtains required training hours on an annual basis.

Complies with all Agency security standards, including procedures and electronic equipment/devices.

Attends staff meetings and required training sessions. This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other duties requested by his/her supervisor.

Regular work schedule of 24 hours per week for designated part-time employees and regular work schedule of 40 hours per week for designated full-time employee.

STRENGTH RATING/

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; and talk and hear. The employee frequently is required to sit. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK

ENVIRONMENT: While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

QUALIFICATIONS: High School diploma or equivalent required. Clinical/program experience desired, but not required. Strong computer skills including Microsoft Office Suite required.

Must be willing to learn and become proficient with electronic health record system. Must possess strong organizational and accuracy skills. Reliable transportation, valid Ohio Driver's license, and a driving record that does not preclude the employee from being covered by Agency liability insurance. Must have the ability to effectively work with Agency employees, outside contacts, and a diverse client population.