

# Oriana House, Inc.

## Enrollment & Program Specialist – Diversion Center – Cleveland, Ohio

**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.

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

- 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.
- 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. Maintains accurate client logs to ensure all Oriana House, Inc., clients have the opportunity to enroll for Medicaid services.
- Reconciles client logs and/or staff schedules to ensure that accurate and timely billings are being generated for each client.
- 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.

**Outside Applicants can:**

- E-mail a resume to [RecruitmentCleveland@orianahouse.org](mailto:RecruitmentCleveland@orianahouse.org) **OR**
- Fax a resume to: (330) 996-2233, attention Human Resources

*Oriana House Recruiters may reach out to applicants via text messaging.*

*Oriana House, Inc., is an Equal Opportunity Employer and Drug Free Workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.*