



1001 Boone Ave North | Minneapolis, MN 55427

POSITION DESCRIPTION

Position Title:

Clinic Intake and Operations Coordinator

FLSA Designation:

Full Time - year round

Department:

Clinic

Reports to:

Director of Therapy Services

Date Written/Revised:

November 07, 2022

JOB SUMMARY:

The Intake and Clinical Specialist is primarily responsible for facilitating communication between clients and staff, accurate scheduling, working in coordination with our billing specialist, understanding and working with insurance companies and effectively coordinating all aspects of the client's care.

Example of Duties

- Greets clients and visitors in pleasant and professional manner and notifies staff of client's arrival
- Scheduling all appointments, including, new and existing clients, follow ups and client appointments.
- Verify clinic information is accurate for each client and dates are active and schedule upcoming appointments to keep dates active, including managing expiration dates for Diagnostic Assessments, insurance companies, etc
- Performs intakes including coordination of previous services, ensure client's ability to get documentation in before initial service
- Assist with the monthly operating book with accuracy for tracking inquires, intakes and diagnostic assessments
- Receives and processes client payments at time of service. Balances receipts daily.
- At the onset of services, have consent forms signed, scans insurance card and collect credit card information
- Weekly review policy updates with all insurance companies
- Update and implement new and outdated policies
- Scans reports into existing records, and performs other mental health records maintenance.
- Handles Release of Information requests according to regulatory and department policies governing disclosure of information.
- Answers the telephone appropriately and directs calls and/or takes accurate messages.
- Keeps up with paying all clinic bills, collecting payments, notifying of past due payments
- Facilitates communication between the staff and outside sources, e.g. referring physicians, outreach, rehab therapies, service providers, vendors, insurance contacts. Communication may include written, electronic, paging, telephonic
- Submit all record requests
- Accepts other duties as assigned to promote the accomplishment of organizational goals.
- Protects client and team member privacy and only accesses client and/or team member related information as needed to perform job duties.
- Manage and schedule therapist training required by state and insurance



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- Manage customer service, client satisfaction and sending out surveys
- Manage the credentialing and recredentialing of therapists. Manage client and employee expiration dates for licenses
- Work in conjunction with admissions for potential dual enrollment clients
- Apply to contract with insurance companies
- Participate in special projects and additional responsibilities when assigned by supervisor.

PHYSICAL REQUIREMENTS:

Physical Demands:

The physical demands 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.

The employee frequently is required to walk; use hands to finger, handle, or feel; stoop, kneel, crouch, or crawl; reach with hands and arms and to sit. The employee must regularly lift and/or move up to 25 pounds and may occasionally lift up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

Frequency Key: Never - 0 hours; Rare - up to 1 hour; Occasional - 1-3 hours; Frequent - 3-6 Hours; Constant - 6-8 hours

<u>Physical Activity</u>	<u>Frequency</u>
• Sitting	Constant
• Walking	Frequent
• Climbing stairs	Rare
• Standing	Frequent
• Crouching/Bending/Stooping	Frequent
• Reaching	Constant
• Pushing/Pulling	Occasional up to 50 lbs.
• Near Vision	Constant
• Far Vision	Constant
• Hearing	Constant
• Talking	Constant
• Lifting/carrying (#50 lbs)	Rare
• Travel	Rare

QUALIFICATION STANDARDS

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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EDUCATION, EXPERIENCE LICENSES OR CERTIFICATES

Baccalaureate degree or equivalent experience required; Excellent organizational skills and attention to detail; Basic math skills; Adaptive at working with a variety of software applications and high familiarity with Mac and/or Chromebook platforms; Business telephone and email etiquette; Excellent grammar and punctuation; Excellent interpersonal skills to interact effectively with a variety of people and personalities inside and outside the organization; At least one-year experience managing a clinical office setting and interested or expertise in working in the mental health field. Flexible traits that will thrive in a new learning environment; A willingness to be an active, participating member of an innovative, collaborative, and cohesive team of professionals; Effective oral and written communication; Ability to work effectively alone and within a team; Successfully pass a criminal background check.

Preferred Qualifications

A spirit of service and generosity, sound judgment and maturity, calm attention to detail and accuracy, excellent follow-through and communication skills, and the ability to work independently with others are qualities best suited for this position; A passionate belief in Franklin Center’s mission, values, and educational model; An enthusiasm for helping children learn and succeed; A willingness to pursue continuous improvement and a drive to set and achieve ambitious, challenging, and tangible goals; High work standards and attention to detail. Understanding of Behavioral Health, experience collecting health insurance information and/or processing patient payments, experience with patient registration and scheduling experience

GROOMING

All team members must maintain a neat, clean and well-groomed appearance.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

I HAVE READ AND UNDERSTAND THE POSITION DESCRIPTION INFORMATION AND HEREBY STATE THAT I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB WITHOUT REASONABLE ACCOMMODATION. ACCOMMODATIONS ARE DETERMINED BY MANAGEMENT.

PRINT NAME

DATE

SIGNATURE