



## **Intake Coordinator**

### ***Job Description***

The primary purpose of the intake coordinator position is to successfully onboard educated and satisfied new DTS families who experience important quality of life changes as a result of their therapy journey with DTS.

### **Responsibilities**

- Greet clients and answer and return incoming calls in a caring and professional manner.
- Maintain a high level of care, grace, and professionalism when interacting with all inquiring, current and past DTS clients/Families as well as DTS team members
- Ensure that all new clients/families have the best experience possible in all aspects of their therapy journey with DTS
- Educate parents on various therapy services, insurance benefits, and associated fees inclusive of insurance
- Ensure all necessary documentation and paperwork is present and up to date to initiate therapy services with DTS
- Schedule appointments for evaluations and recurring therapy sessions in an appropriate and timely manner
- Manage the onboarding workflow of new clients from inquiry of services to scheduling of evaluation that results in each client being successfully added to our ongoing therapy schedule
- Check multiple electronic verification systems to verify current health insurance coverage. This may include calling insurance companies to inquire about coverage
- Obtain necessary referrals from primary providers and authorizations from insurance carriers to initiate therapy services
- Prepare and maintain patient charts in the electronic medical record system to include documenting insurance information, patient demographics, and appointment schedules
- Establish and maintain a high degree of awareness and knowledge of therapy services' workflows including evaluations, camp and holiday scheduling, groups, back to school screenings, and traditional therapy appointments
- Maximize providers schedules
- Comply with the policies and procedures of DTS
- Perform clerical work such as filing, copying, and faxing
- Participate in any task that is in-line with the mission of DTS

### **Requirements and skills**

- Proven work experience as a patient care coordinator, intake coordinator, or sales representative
- Strong ability to start and foster relationships
- Results oriented
- Knowledge of insurance benefits
- (Minimum) A high school diploma required
- Strong affinity for customer service
- Working knowledge of office management and filing systems
- Excellent organizational and time-management skills
- Possesses the ability to adjust to a busy work environment
- Enjoy working with families and children
- Positive Outlook
- Enjoy helping others

### **Competencies**

- Customer service skills
- Interpersonal skills
- Confidentiality
- Google Suite
- Punctuality
- Raintree EMR
- Jotform