

**QUALITY CARE PARTNERS
JOB DESCRIPTION - ADDENDUM**

JOB TITLE: Department Assistant (Non-Exempt)

ADDENDUM: Medical Management/Intake Specialist

REPORTS TO: Administrative Director/Medical Management Team Manager

***** Intake specialists role does not include interpretation of medical information or clinical decision making*****

- Answers all calls in a kind and professional manner.
- Responsible for accurate and complete information gathering such as basic demographic information, ICD 10 code(s), CPT code(s), Pre-Auth reason, requested place of service, service desired and contact person information.
- Assigns unique identifier to each request for certification.
- Verifies status of provider participation as indicated in Conifer and enters provider information correctly when needed.
- Provides referral authorization outcomes to providers when calling for status checks.
- Enters faxed/emailed or phoned in referral requests from providers correctly into system.
- Upload clinical information to appropriate referral, non-clinical notes, or case management document section.
- Provide closure disposition of referral when no medical information is provided.
- Distribute faxes to appropriate staff if not pertaining to medical management.
- Forwards all Case Management (CM) referral requests to the case manager.
- Call providers to request office notes, test results, additional medical information or check service availability.
- Assist or refer members and/or providers with questions regarding authorizations, authorization process and/or benefit information (i.e., a list of services that do not require pre-certification).
- Do not make adverse determination decisions (denials).
- Responsible for six-month Community Based DM reach out/follow-up to qualifying members.
- Support the MBWL program by performing member reach out (letters/calls) and entering information into medical management system.