

Northwest Colorado Health

Intake Coordinator - Home Health / Hospice

General Statement of Duties:

Responsible for performing the new patient intake procedures of Northwest Colorado Home Health and Hospice. Responsible for identifying appropriate candidates for home care services. Evaluates patients referred for treatment to determine appropriateness for admission. Responsible for obtaining initial and ongoing insurance/managed care benefits for insurance providers.

Supervision Received:

Works under the general supervision of the Clinical Manager.

Supervision Exercised: None

Essential Functions:

1. Receive/respond to incoming calls from referral sources or potential patients, exchange information to identify patient needs, and determine the Agencies ability to meet them.
2. Make follow-up calls as necessary, and identify alternative community service resources when Northwest Colorado Home Services solutions are not available.
3. Perform initial telephone screening to determine patient's appropriateness for home care services with referral sources. Advise staff of patient acceptance and provide all relevant information to ensure patients smooth transition to home care.
4. Verify or obtain physician order and verify physician will follow up orders and to send recent face to face
5. Confirm MD's NPI number and Pecos enrollment
6. Ensure a complete packet (Geographic's, Insurance information, H&P, Medication list, Orders, discharge info if dc'ing from a hospital)
7. Give packet (all necessary info required to accept patient to home health services) to Clinical Supervisor for a glance and final approval.
8. Contact referral sources to advise of referral status, and provide to the clinical team who will deliver the services requested. Schedule start of care with appropriate clinician and evaluations for added disciplines
9. Identify potential payer sources, verify benefits with payer sources (as required by department organizational structure), and obtain initial authorizations and frequency of visits from case managers. Establish primary payers and document conversations with payer sources.
10. Access national or regional account information, including the names of accounts and terms of the contracts as appropriate and communicate these conversations to branch and intake department staff as needed. Work with branch staff to identify potential solutions as problems are identified with payer sources.
11. Monitor and track referral sources satisfaction levels. Communicate patient service issues to up-line and branch staff as appropriate.

12. Manage and maintain a hospital hold list, follow up at least two times a week to make certain that patient is either in the hospital or home. If home follow up with hospital case manager for resumption of care orders and pertinent discharge information in order to provide services for patient.
13. Welcome calls to each new referral to prepare them for services, verify demographics and provide brief info regarding home health services (please have your medications ready and you insurance card. The PT or RN will be calling you to set up your appointment).

Education:

LPN or RN required.

Experience:

Medical terminology required. 1-3 years of related experience. Knowledge of home care preferred. Understanding of concept of managed care and its impact on home care. Excellent phone etiquette required. Computer literacy required. Familiarity with Medicare, Medicaid and other third party payer's guidelines preferred. Must be organized, flexible, able to prioritize tasks, and able to work independently with minimal supervision.

Requirements:

1. Must be committed to and have knowledge of the philosophy, mission, and goals of the agency.
2. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.

Skills:

1. Psychomotor skills to provide nursing care, including daily and repetitive pinching, grasping, and manipulating (i.e. wound care, flushing I.V. lines).
2. Daily standing, squatting, walking, bending, and maneuvering in private homes which are not barrier-free.
3. Heavy lifting (>50 pounds) to transfer or turn an adult, with or without assistive devices; and lifting requirement of 25 pounds (to pick up nursing bag from floor and place shoulder strap on shoulder), approximately twice per patient.
4. Insert peripheral vascular devices and perform peripheral venous blood draw.
5. Excellent phone etiquette.
6. Computer literacy required.
7. Must be organized, flexible, able to prioritize tasks, and able to work independently with minimal supervision.

Knowledge:

1. Thorough knowledge of nursing theory and practice.
2. Knowledge of evaluation techniques utilized in the establishment of a specialized regimen of nursing care.
3. Understanding of concept of managed care and its impact on home care.

4. Familiarity with Medicare, Medicaid and other third party payer's guidelines preferred.

Abilities:

1. Can read and interpret physicians' orders and notes from other caregivers, as well as respond to them, verbally and in writing.
2. Has ability to calculate drug dosages, mix insulin, measure intake/output, program I.V. pump, etc.

Equipment:

1. Equipment to be utilized for home visits may include wheelchairs, ventilators, pulse oximetry units, oxygen tanks, etc. Per-patient use of oral thermometer, sphygmomanometer, syringes, etc. and making home visits in all weather conditions.
2. IV pumps, IV tubing, blood draw supplies.

Working Conditions:

1. Work environment in home visits is highly variable, as care is performed in private homes. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.
2. Works occasional weekends and/or holidays as determined by agency need.
3. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____

Date: _____