

Intake / Authorizations Coordinator

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Company: Snaphunt

Location: Colombia

Category: office-and-administrative-support

The Offer

Work in a company with a solid track record of performance

Fantastic work culture

Opportunity to make a positive impact

The Job

Responsibilities:

Receive and respond to client communications including, but not limited to, intake and onboarding of new patients

Schedule intake appointments and initial assessments

Review new referrals

Book new intake appointments

Relay benefit information to the client

Add activity logs as needed

Check Insurance Benefits & Eligibility

Send a welcome email to client/parent

Return client and staff calls, text messages and emails as needed

Collect and upload new information, such as diagnosis reports and insurance cards, as needed

Create and maintain an accurate and up to date database of client data

Adhere to federal HIPAA regulations, as well as any company policies & procedures

Additional tasks from management

Create a stress-free environment for new families & guide them through the therapy process

The Profile

Requirements

Experience in administrative work, customer service, client relations, or related areas

Experience in creating and maintaining spreadsheets

Excellent proficiency in written and spoken English to effectively liaise with the stakeholders of the region

Ability to organize, prioritize, and implement work activities independently

Strong communication skills

Ability to accurately perceive, interpret and respond appropriately to the verbal and non-verbal communication

Trustworthy and strong work ethic

Proven ability to exercise professional judgment and evaluation before making decisions

Proven ability to establish and maintain effective working relationships with staff, parents, and outside agencies.

Proven successful problem solving and time management skills.

The Employer

Our client already made a big impact in the families' lives we serve. Now, we're ready to amplify our influence and spread our work across the country

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