

HOME CARE DELIVERED, INC
JOB DESCRIPTION

<i>TITLE</i>	MEDICAL DOCUMENTATION ASSOCIATE
<i>DEPARTMENT</i>	Revenue Cycle Management
<i>REPORTS TO</i>	Insurance Verification & Medical Documentation Manager
<i>STAFF SUPERVISED</i>	None
<i>SUPERVISION REQUIRED</i>	High
<i>FLSA STATUS</i>	Non-Exempt

JOB SUMMARY

Creates, faxes or mails, follows up on, and obtains in a timely manner signed required medical documentation from physician offices and patients by telephoning physicians and patients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Telephones physicians' offices or the patients' at home in order to obtain signed physician orders. Makes initial calls and possibly multiple follow-up calls to the same physician or patient to facilitate receiving the documentation in a timely manner. Determines physician orders that may not be received and refers these to supervisor.
- Faxes/mails appropriate documentation for the physician or patient to sign. Follows up with additional faxes/mailings as needed.
- Updates system records appropriately.
- Expedites service in situations requiring urgent attention as determined by management.
- Identifies opportunities for improvement and contributes to solutions to enhance workflow efficiency and enhance the customer's experience.
- Understands workflow processes of contiguous departments and uses knowledge to make effective processing decisions.
- Works independently and/or collaboratively to expediently answer inquiries and resolve issues within regulatory and Company requirements to ensure customer retention and satisfaction, escalating issues whenever appropriate.
- Achieves or exceeds assigned work standards.
- Performs all duties in full compliance with all federal and state statutes, regulations and policies, CHAP requirements and policies and HCD's Compliance Program and Standards, including but not limited to, maintaining strict confidentiality and privacy of patients' protected health information (as defined by HIPAA) in accordance with HIPAA regulations, cooperating with internal and external investigations, reviews and audits, engaging in good faith reporting of compliance concerns, and participating in annual and ad hoc compliance training.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Pro-actively seeks out, reads, and complies with all Company policies.
- Cross-trains in other areas as directed.
- Mentors new staff as directed.
- Performs other non-essential duties as directed.
- HCD CORE VALUE – INTEGRITY: Consistently demonstrates behaviors and actions reflecting honesty, trustworthiness, dependability, and adherence to HCD's standards of conduct and compliance.
- HCD CORE VALUE – CARING: Shows sincere interest in and concern for HCD customers and fellow teammates every day; demonstrates a helpful, respectful attitude toward others.
- HCD CORE VALUE – ACCOUNTABILITY: Demonstrates that he/she takes responsibility for work quality and quantity produced personally, within own department, and throughout the Company. Teammate demonstrates a sense of "ownership" and shows initiative when presented with opportunities and challenges.
- HCD CORE VALUE – RESPONSIVENESS: Reacts promptly and appropriately based on the person and/or situation and does so while maintaining sensitivity to organizational priorities.
- HCD CORE VALUE – EXPERTISE: Readily embraces new and ongoing information and training, actively seeking to continuously expand knowledge base to better serve customers and teammates.

WORK ENVIRONMENT

- Generally performs duties in an open cubicle.
- Generally working indoors within a temperature-controlled environment.
- Potential for occupational exposure: None

QUALIFICATIONS

- High school diploma or GED required; Associate's degree preferred.
- Prior work experience in medical claims/billing/collections, medical office front desk, or patient accounts preferred, in a DME environment a plus.
- Familiarity with medical insurances, including Medicare and Medicaid, highly preferred.
- Ability to expediently research and resolve issues as necessary and ability to know when to appropriately escalate them required.
- Demonstrated sense of accountability with proven aptitude to identify and offer solutions to improve departmental processes and enhance the customer's experience required.
- Excellent time-management and organizational skills as well as strong attention to detail required.
- Ability to multi-task and work successfully in a fast-paced environment, including being able to adapt readily to frequent changes in procedure and priorities required.
- Ability to speak distinctly and communicate in a friendly, upbeat manner effectively via telephone; professional, results oriented communication skills; and ability to maintain rapport while achieving results as needed required.
- Ability to enter documentation of services provided into computer system required.
- Ability to complete tasks in specified time frame required.
- Ability to sit for extended periods of time required.
- Ability to speak, write and read handwritten and printed words and numbers in English utilizing good grammar, spelling, and proofreading skills required.
- Strong keyboarding skills and proficiency with Microsoft Office; ability to quickly learn new software applications required.
- Ability to perform basic mathematical computations such as adding, subtracting, multiplying and dividing, using whole numbers, common fractions, and decimals required.

I have read and acknowledge that I am able to perform the essential duties and responsibilities outlined in this job description.

Acknowledged by:

Signature

Chief Administrative Officer

Date