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# Example of Clinical Administrative Coordinator Job Description

Our growing company is looking for a clinical administrative coordinator. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for clinical administrative coordinator

* Respond to concerns and questions from members and families
* Handles internal and external requests submitted through the Support Service mailbox
* Processes Intensive Outpatient Program authorizations submitted via spreadsheet for select facilities utilizing guidelines established by the ALERT Practice Management team
* Processes Memorial Sloan - Kettering authorizations for members receiving services within the pain management clinic
* Assist managing dedicated mailbox and process data for State specific requests and ensure that they triaged to the designated team / staff
* Reviews and assigns clinical claims review cases to clinical staff of the CCR team using ISET and Webtrax
* Processes ‘Benefit Exception’ requests for all accounts / books of business
* Processes ‘Unable to Reach’ Letters for Mercer Health Advantage members
* Processes ‘Failure to Comply’ letters to assure timely communication with facilities who have failed to contact Care Advocates regarding clinical updates
* Handles administrative support for ‘Rhode Island Incentive Program’ including letter generation to eligible members, tracking of returned communication, database maintenance to assure accurate information is provided to Optum Bank

## Qualifications for clinical administrative coordinator

* This position requires AHCA Level II Background checks (fingerprinting) by the State of Florida for all Clinicians that have face-to-face contact with members and will require renewal every five years
* Ability to bend or crouch to reach low items
* 2+ experience in an office setting using the telephone and computer as the primary instruments to perform the job duties
* Flexibility to work outside standard hours of operations due to changing business needs (potential for mandatory overtime after hours and weekends)
* 1+ year of telephonic or face to face customer service experience
* Previous experience working with Microsoft Office Word, Excel and Outlook (must be able to create, edit, save and send documents utilizing Microsoft)