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# Example of Intake Coordinator Job Description

Our company is growing rapidly and is looking to fill the role of intake 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 intake coordinator

* Resolve patient issues and respond to phone and fax inquiries regarding in-home IV order requests
* Assess patient needs and document all communication in the Electronic Medical Records system regarding coordination of care
* Communicate with various departments by providing information pertaining to equipment, supplies, and services needed to start patients on service with our company
* Collaborate with Coram's insurance professionals to verify patient benefit coverage and financial responsibility
* Relay insurance coverage and patient responsibility to referral sources, Sales, and patients
* Discuss patient responsibility and documentation required for billing of services
* Confirm start of care details with all parties to ensure a seamless transition into homecare for our customers
* Elicit patient’s presenting mental health information to allow appropriate triage
* If next available appointment exceeds reasonable timeframe, investigate further scheduling option with supervisor
* Must understand the overall goals and systems of the facility

## Qualifications for intake coordinator

* Must be detail-oriented and good at multi-tasking
* Learns CT product line, internal systems and processes, jurisdictional rules and regulations in order to effectively serve clients by attending appropriate training courses
* Assists Process Servers for CT’s Registered Agent function by reviewing incoming process
* Proactively pursues professional development activities (e.g., attending educational workshops, taking training classes, reading publications, staying current with trends…)
* Manages relationships with internal and external resources
* Duties and responsibilities are not limited to those specified above but may include other tasks depending on business requirements