



WebMed Mental Health Services
WebMedMN.com
(p) 218.310.8896 / (f) 218.206.6276
Apply@WebMedMN.com

Position Description

Position Title: Intake Coordinator

Classification: Full-time, Non-Exempt

Reports to: Treatment Director of Substance Use Disorder Program

Purpose: Provide administrative support to the Substance Use Disorder Licensed Program and daily operations of the Licensed Program (LP).

Essential duties and responsibilities:

- Assist with all aspects of the admissions process
- Answer all phone calls for potential clientele inquiring about treatment services
- Orient all clients to program, screen for program, create client files, and schedule assessments
- Contact insurance companies/counties for consolidated chemical dependency treatment funding
- Enter all clientele into the documentation website
- Assign clientele to primary counselor/group facilitator
- Document team meetings, file paperwork
- Maintain compliance with the Drug and Alcohol Abuse Normative Evaluation System by entering all clients into the system for each admission episode
- Assist with the collection of urine specimens and follow the procedure for urine analysis

Program Operations:

- Ensure effective communication with team members and leadership
- Support team members, covering areas for lunches, breaks, and vacations
- Monitor day to day program activities of the licensed program and report areas of concern to the Treatment Director (SUD)
- Contact insurance companies and provide information requested for pre-authorization and reauthorization as needed.

Staff :

- Attend weekly department meetings/staffing
- Attend monthly meetings with immediate supervisor

Client :

- Prepare and review records of activities as required, including assessments and medical records
- Input Diagnosis codes and Medications lists for new referrals
- Send documentations, forms, and information to patients to prepare them for their first appointment
- Orient new clients to daily schedule and client expectations and rights
- Communicate with clients about changes in schedule or funding issues
- Manage prescription and service prior authorizations, inform client of approvals and denials



WebMed Mental Health Services
WebMedMN.com
(p) 218.310.8896 / (f) 218.206.6276
Apply@WebMedMN.com

Documentation:

- Follow all HIPAA guidelines
- Enter all prospective clients into documentation website; assign client to a group and a primary counselor
- Ensure that all insurance information is accurate and current
- Prep charts and scribe notes upon request of the provider
- Insurance/Consolidated Funds: manage all aspects of insurance process from treatment authorizations through discharge

Other

- Prepare and clean up office at beginning and end of each day
- Communicate the administrative and office needs to the Treatment Director
- Other duties as assigned by Treatment Director

Required Skills:

- Excellent written and verbal communication
- Knowledgeable in computers and databases
- Able to maintain professional boundaries with clientele
- Maintain professional office protocol and procedures
- Excellent interpersonal communication skills
- Ability to work in fast paced, quickly changing environment
- Must be able to think and react quickly and decisively
- Strong social and leadership skills

Minimum Qualifications:

- Ability to successfully pass a background check through the Department of Human Services
- Experience working in behavioral health and/or substance use programming preferred