

# MEDX MEDICAL EQUIPMENT

## CUSTOMER SERVICE/ INTAKE COORDINATOR JOB DESCRIPTION

### Job Summary

The DME Intake Coordinator must demonstrate organizational skills with attention to detail and accuracy while working in a complex home care environment. The candidate must be able to compassionately service customers and establish a genuine rapport with the customer and family. This position requires multitasking, heavy emphasis on critical thinking, problem solving and managing the intake process for the office. The candidate must have the ability to effectively communicate with customers, have a high level of verbal and written communication skills, work well in a team setting, work independently to meet deadlines with a high degree of accuracy.

### Essential Duties/Skills

- Scan and file customer's documents as a required
- Working knowledge of medical software (cpr+), excel, word and Open. Office software and be able to create and edit excel spreadsheets.
- Critical thinking such as using logic and reasoning to identify strengths and weaknesses of solutions or approaches to problems.
- Able to communicate effectively and provide courteous services to customers, referral sources and team members
- Utilize professional email etiquette, keep all email work related and protect the security of medical records are HIPAA compliant.
- Familiar with using a multi-line telephone system and directing incoming phone calls in a professional and courteous manner.
- Ability to track CMNs, PAs and compliance paperwork.
- Determine charges for services requested and communicate those charges to the customers.
- Understand what documentation is required in order to process an equipment order and aware of the key points of such documents as Sleep Studies, CMNs, and Physician Orders etc.
- Oversee the flow of all paperwork necessary for a customer set up.
- Verify insurance coverage online, using an automated phone systems, verbally through an insurance representative and acquire any necessary authorizations or referrals.
- Identify qualifying diagnosis and understand documentation required in order to dispense supplies or equipment set ups in the customer's home. Resolve or clarify codes or diagnoses with conflicting, missing, or unclear information by consulting with physicians or other medical staff
- Schedule customer set ups and dispatch deliveries.
- Able to adapt to constant changes regarding insurance guidelines.
- Able to effectively manage one's time
- Always looking for ways to help others
- Perform other duties required as needed.

## JOB REQUIREMENTS

### Education

High school diploma or equivalent is required with preference given for additional college or professional training.

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## **Experience**

Previous experience in an office atmosphere is preferred. Previous experience working with referral sources recommended. Experience working in an environment pertaining to doctor's offices, hospitals, health care institutions, patients, and/or DME is preferred. Background in customer service is highly recommended.