

Intake Coordinator RN

POLICY:

Under the supervision of the Marketing Manager, PACE Southeast Michigan (PACE SEMI) Intake Coordinator RN is responsible for recruitment and coordination of the PACE SEMI intake process including initial screening and assessment, assistance in determining and obtaining Medicaid eligibility, communication with the PACE SEMI team, referral source relationship management, and intake activity data collection.

Serves as the initial and primary liaison between potential participants and their families, the PACE SEMI team and referral sources. Delivers information about PACE SEMI program and other community services through phone contact and hosting site visits to promote enrollment into the PACE program.

SPECIFIC DUTIES & RESPONSIBILITIES:

1. Responsible for all aspects of intake process including responding to inquiry calls, providing information and referral, conducting level of care phone screening, and in-home assessments. Coordinates activities with Center Manager, Department Managers and Interdisciplinary Team (IDT).
2. Responsible to ensure the completion of Level of Care assessment tool.
3. Document intake activity through completion of inquiry care, biographical summary for each potential participant. Completes monthly referral and activity reports. Responsible for participants' information input into various databases.
4. Prepares written communication to team introducing each intake candidate and update team daily on enrollments.
5. Coordinates timely follow-up with referral sources, families, and participants' through phone contact, letters, and all other appropriate documentation.
6. Works closely with eligibility specialist to ensure Medicaid and Medicare eligibility upon intake.
7. Coordinates and conducts Center tours and visits. Serves as host to participant during assessment visit.
8. Meets with prospective enrollees.
9. Assists in community outreach activities as assigned. Responsible for PACE SEMI representation.
10. Assists in completing and implementing marketing strategies in the department including but not limited to: marketing calls, mailers, cold calling, attending marketing meetings, vendor booths, etc.
11. Utilizes Nursing Assessment skills to determine eligibility of the participant for the PACE program.

12. Develops input to team on care plan development based on admission assessment.
13. Keeps confidential, all PACE SEMI or prospective PACE SEMI participant information, and/or all other information pertaining to PACE SEMI or prospective PACE SEMI participants, issues or business practices.

KNOWLEDGE, SKILLS AND ABILITIES:

1. One of more years' experience working with elderly in a community-based setting required. Must have knowledge of senior community and area resources.
2. Possess a current unrestricted State of Michigan nursing license.
3. Ability to market the program to improve enrollment rates.
4. Driving is required within Wayne, Oakland, and Macomb counties.