

MANAGED CARE & INSURANCE COORDINATOR

ORGANIZATION SUMMARY

Meals on Wheels Ministry serves a daily meal to nearly 3,000 frail, home-bound senior citizens and disabled persons; covering six counties in East Texas. These meals are prepared fresh at their central kitchen in Tyler TX. Meals are then delivered by compassionate volunteers to eligible persons who cannot provide meals for themselves. Often this is the only meal a client will have each day.

Meals on Wheels Ministry Goals:

- To supply homebound seniors and disabled citizens nutritious meals.
- To abate the loneliness and isolation of elderly and disabled persons by providing daily contact with members of their community.
- To promote the health, safety, and welfare of all elderly and disabled persons in East Texas.

POSITION SUMMARY

The Managed Care & Insurance Coordinator is a part-time position responsible for the coordination of managed care contracts using established guidelines and processes. Ensure all operations comply with Medicare and Medicaid guidelines and other managed care policies. Communicate with internal and external partners to process referrals, authorization for services, and capture data related to utilization. Maintains managed care contracts and information databases, and prepares reports.

This position is part of a small programs team and will require wearing a number of different hats. This is very much a hands-on role. It will require flexibility, good time management, and the ability to juggle competing priorities.

The successful candidate is someone who embraces the challenge of having a variety of responsibilities and does so with good humor. This is an outward-facing role that will involve some measure of agency and client contact. The new Managed Care & Insurance Coordinator must bring energy and insight to their work as the organization begins its next chapter. The successful candidate must be ready to roll up their sleeves and lead a team dedicated to growth.

REPORTING RELATIONSHIPS

The Managed Care & Insurance Coordinator will report to the Chief Programs Officer.

RESPONSIBILITIES

- Perform billing services in accordance with insurance standards; including but not limited to United Health Care and Cigna charges;
- Keep current with coding standards and changes;
- Perform monthly documentation audits, including, but not limited to Initiation, Termination, Holds, Resumes and Transfers of clients;

- Work with clients and insurance companies to resolve billing and insurance questions;
- Generate reports to reconcile client accounts and follow-up on accounts receivable, including meal count rosters;
- Produce monthly allocation reports;
- Maintain and monitor client confidentiality;
- Performs other related duties as assigned by Chief Programs Officer.

QUALIFICATIONS

The successful candidate for the position of Managed Care & Insurance Coordinator should have:

- Associate's Degree in nursing or medical billing preferred;
- Four to six (4-6) years medical billing experience, strongly preferred;
- Must have accounts receivable and payment posting knowledge;
- Denials management experience;
- Must have basic computer skills (experience in Excel, Word, and Outlook required; Cigna and United Health Care database experience a plus);
- Ability to research and resolve complex accounts receivable issues;
- Strong attention to detail and problem-solving skills;
- Positive attitude and flexibility;
- Ability to set priorities for self and positive time management;
- Experience with and interest in improving processes to add efficiency;
- Goal-orientated and close attention to detail;
- Exceptional phone etiquette, written, oral, and interpersonal skills.

SALARY & BENEFITS

Meals on Wheels Ministry offers a competitive salary.

LOCATION

This position is located in Tyler, TX.

DIVERSITY AND INCLUSION

The Managed Care & Insurance Coordinator must have the capacity to listen to the full breadth of the community as it grows and evolves, cultivating a diverse pool of supporters who will have access to different kinds of ideas.

APPLICATION INSTRUCTIONS

All applications must be accompanied by a cover letter and résumé. Before submitting your materials, please read them over for accuracy. Review of applications will begin immediately and continue until the successful candidate has been selected. Please send all materials to the attention of Ms. Sunny Byrd at jobs@mowmet.org.