



OFFICE MANAGER JOB DESCRIPTION

Job Title: Office Manager

Job Summary: Responsible for the day-to-day running of the office including ensuring all office details are completed in an appropriate and timely manner.

Reports to: Director of Human Resources, Director of Clinical Services, and/or Administrator

Essential Functions:

1. Responsible for the management of the Office under the direction of the Director of HR, Director of Clinical Services, and the Administrator.
2. Implements marketing plans and programs to address multiple constituents, including past, present, and potential patients, physicians and regulatory and policy making groups.
3. Point of referrals. Once an official referral is made, the Office Manager follows the process for incorporating the referral in EMR and notifying the Director of Clinical Services (DCS) of the referral. Reviews the insurance for appropriateness for admission and reports this to the DCS as well.
4. Notification of the Dir. Of HR, the DCS, and the Administrator of any complaints or grievances from any source (patient, family, community, or staff person). Begins the initial investigation (1st interview – gathering the basic first details of the complaint).
5. Submit OASIS following approval by the Clinical Director (CD) or designee
6. Schedule HHA/CNA's weekly and provide schedule for the next week every Friday. If HHA/CNA has a scheduling issue, they are to contact you. You may need to discuss problems with CD
7. Ensures the EVV process is being completed per state guidelines.
8. Be sure all documentation is completed prior to billing
9. Monitors all billing processes and/or completes billing as directed
10. Assists in maintaining staff patterns which reflect the quality and quantity of various personnel necessary to plan, provide, and supervise the care rendered to clients and families in conjunction with the Governing Board and the Clinical Director and Administrator.
11. Serves on the Governing Board to represent the office needs and expansion of the agency
12. Assists to make recommendations for and administer the annual budget for the office.
13. Provides leadership in promoting and maintaining standards for giving excellent quality care by all staff members through provision of administrative support.
14. Assists with staff orientation for computer training and supports HR policies and procedures for obtaining all necessary paperwork for on-boarding of new staff.
15. Checks and confirms Medicare/Medicaid/private insurance monthly on all potential and current patients

- 16. Verifies all doctors are Pecos Certified
- 17. Answers phones with the realization of providing excellent customer service for clients, referral sources and employees. Forwards messages and/or phone calls to appropriate personnel.
- 18. Applies for all MCD PA's, as needed
- 19. Maintains appropriate, friendly, and professional customer care always.

Non-Essential Functions:

Performs other related duties as assigned.

Minimum Qualifications:

Knowledge of and understanding of the core mission, objective and functions of the home health care services, including applicable rules and regulations.

Possess a minimum of two (2) years of experience in the health care related field and at least one (1) year of which must be in the position of home health care and billing services

Strong leadership ability

Strong ethical and corporate compliance

Strong interpersonal communication skills

Strong organizational skills

Acknowledgement:

I understand that I may be called upon to perform additional duties if the work is similar, related, or a logical assignment to the position. I have read and understand this job description, and I agree to perform such duties to the best of my ability. I also understand that this offer is contingent upon passing background check and drug screening test.

Employee Signature

Date

Director of Clinical Services

Date

CEO/Administrator/President TMJ Home Health Care LLC
Michele Joinvil

Date