

Title: **FMLA Intake Coordinator**

Description: **PRIMARY PURPOSE**

Conducts telephonic intake of Family and Medical Leave Act claims in accordance with Federal, State and client specific leave policies. This position ensures compliance and proper documentation in accordance to all applicable laws, regulations, and plans, including HIPAA, FMLA, CFRA, as well as all individual State Leave Acts, Military, and client sponsored Leave Programs. The Intake Coordinator captures and transmits all relevant information for the purpose of extending leave to client's employees and performs other functions as required to maintain customer service and performance standards.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Performs Intake for initial/existing FMLA applications.
- Records authorization information into data base and onto referral form.
- Communicates authorization information to appropriate individuals.
- Manages and records fax transmissions into database
- Collects additional data from referral sources as needed.
- Answers phone timely and responds to inquiries.
- Assists team with accurate and timely data entry.
- Secures relevant employee/patient demographics, insurance coverage, and other information.
- Utilizes computer software system to input data.
- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION & LICENSING

High School Diploma.

EXPERIENCE

One (1) to three (3) years of customer service experience in FMLA or Leaves case management.

SKILLS AND EXPERIENCE

- Basic knowledge of medical terminology
- Strong oral and written communication skills to interact with claimants clearly, concisely, and persuasively.
- Good analytical and product management skills.
- Strong knowledge of the Family Medical Leave Act of 1993.
- Strong knowledge of State mandated leave plans
- Knowledge of MDA Guidelines.
- Knowledge of telephone etiquette.
- Ability to interact professionally with a diverse group, e.g. executives, managers, legal, and subject matter experts
- Ability to self-motivate.
- Ability to prioritize work continually and produce a significant volume of work efficiently within performance standards.
- Ability to work in a face-paced environment with short deadlines.
- Ability to demonstrate teamwork by dealing effectively with and mentoring.
- Knowledge of Microsoft Office Suite (Word, Excel, PowerPoint).
- Knowledge and experience with office equipment, e.g. computers, faxes, copy machines, and phones.

WORK ENVIRONMENT

When applicable and appropriate, consideration will be given to reasonable accommodations.

MENTAL

Clear and conceptual thinking ability; excellent judgment and discretion; ability to handle work-related stress; ability to handle multiple priorities simultaneously; and ability to meet deadlines

PHYSICAL

Computer keyboard – Typing 45 WPM

Local travel as required.

AUDITORY/VISUAL

Hearing, vision and speaking.