

Sample Administrative Assistant Job Description and Duties

- Answer initial intake calls and enter as a referral into IHH database; refer to owner if appropriate to follow up.
- On board/assist all new and current clients, including:
 - a. Prepare initial assessment packet for CM
 - b. Enter all intake packet data into IHH database; update IHH with any new changes with current clients. (**Billable**)
 - c. Send Medical releases to all providers and hospitals pertinent to care (**Time taken to complete Billable**)
 - d. When records arrive, scan them into IHH under documents
 - e. Input CM staff visit notes as needed (if busy and on the road) (**Billable**)
 - f. Scheduling of medical appts for clients (**Billable**)
 - g. Arrange transportation for clients via State transportation program (**Billable**)
 - h. Research, as requested by CM's, insurance information, MD's accepting patient, etc. (**Billable**)
 - i. Serve as main interface with long term care policies to process claims, receive, understand benefits and daily covered rates. (**Billable**)
 - j. Monthly, fax Elder at Home invoices to each LTC provider for clients with policies to ensure care management services are reimbursed through the policies.
- Download daily from T-Mobile all phone calls for owner to ensure calls are recorded and billed in IHH
- Printout daily previous day activities, phone calls etc, for CM's to review for completeness
- Accounts receivable and payable—Admin. Asst does all invoicing, tracking, follow up calls for late payment, etc.
- Payroll and Workman's Comp data entry
- Provides reports as requested by Director
- Office management—file, order supplies, troubleshoot tech issues, close and box old records for storage
- Special projects as requested by Director