

BUCKTAIL MEDICAL CENTER

DEPARTMENT: Rehabilitation

SUPERVISOR: Director of Rehabilitation

POSITION: Rehabilitation Administrative Coordinator

SHIFT: Monday – Friday, 7:30 AM – 4:00 PM and Occasional Special Events

JOB DESCRIPTION

Job Summary:

The Rehabilitation Administrative Coordinator plays a vital role in ensuring the smooth operation of the rehabilitation department at Bucktail Medical Center in Renovo, PA. This position is responsible for providing administrative support, coordinating patient services, and ensuring compliance with insurance and quality assurance improvement protocols. The ideal candidate will be highly organized, detail-oriented, and capable of multitasking in a demanding healthcare environment. Strong interpersonal and communication skills are essential for collaborating with patients, staff, and referring providers.

Essential Qualifications:

- Associate's degree or higher in healthcare administration, business administration, or a related field preferred.
- Experience in a healthcare or rehabilitation setting is strongly preferred.
- Knowledge of rehabilitation-specific medical terminology and common therapy abbreviations.
- Understanding of medical coding and billing practices relevant to rehabilitation services.
- Experience with insurance verification processes, including pre-authorizations and coverage determinations.
- Proficiency in patient intake procedures, ensuring accurate documentation and compliance.
- Excellent organizational skills and attention to detail.
- Strong communication and interpersonal abilities.
- Proficiency in Microsoft Office Suite, TruBridge EHR, and NetHealth EHR.
- Ability to prioritize multiple tasks and work independently.
- Commitment to maintaining professionalism, confidentiality, and HIPAA compliance.

DUTIES & RESPONSIBILITIES

Administrative Coordination & Office Management:

- Serve as the primary point of contact for administrative inquiries within the rehabilitation department.
- Manage department correspondence, ensuring timely communication between staff, patients, and referring providers.
- Maintain records for therapy equipment and oversee general office operations.
- Prepare and update daily reports, statistics, and meeting documentation.

Patient Intake & Documentation

- Guide new patients through the intake process, ensuring completion of registration paperwork.
- Verify insurance eligibility and process patient information.
- Maintain accurate electronic patient records and ensure compliance with HIPAA regulations.

Schedule Coordination:

- Manage appointment scheduling to optimize provider availability and patient flow.
- Coordinate follow-up visits and discharge processes.
- Serve as a liaison between patients and rehabilitation providers.

Insurance & Financial Administration:

- Conduct insurance verifications using platforms such as Navinet, Cohere, and Availity.
- Process patient copayments, issue receipts, and maintain financial transaction records.
- Work closely with billing departments to ensure accuracy in financial documentation.

Quality Assurance & Compliance:

- Perform monthly quality assurance audits.
- Assist with end-of-month reporting and departmental closeout procedures.
- Track key performance indicators and generate reports for process improvement.

Operational Support & Additional Duties:

- Assist with supply ordering and inventory tracking.
- Support special projects, events, and process improvements.
- Perform other administrative duties as assigned.

By signing below, I acknowledge that I have received, read, and understand the job description for my intended position and fully understand the contents therein. While functioning in my intended position, I shall perform these duties to the best of my ability.

Signature: _____

Date: _____

Updated: March 2025