

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 6683
Grade: 12
FLSA: Non-Exempt

Standard Job Description

Job Title
Call Center Document Processor

Department
Finance Revenue Cycle

Job Summary

The Call Center Document Processor is responsible for handling call center-based document processing to support enrollment of eligible enrollees into financial assistance programs. Reviews documents received for accuracy in completion and logs into the database to support tracking statistical data. Utilizes best practices and performs all duties in accordance with Cook County Health and Hospital (CCHHS) and departmental standards, policies and procedures.

This position is exempt from Career Service under the CCHHS Personnel Rules.

Typical Duties

- Understands and identifies paperwork utilized in completing Medicaid application documents and redetermination forms
- Logs mail with bad addresses into the tracking database to support returned replacement determination forms
- Reviews application documents received by mail or facsimile and compares documents to the original checklist to ensure accuracy in completion; scans and attaches completed documents to the Medicaid application and submits; updates tracking database
- Receives replacement determination forms, logs into the tracking database, and submits to the State
- Removes application checklist from printer and compiles requested documents
- Verifies information entered into the tracking database is complete
- Organizes application documents and postage paid return envelope to prepare for mailing
- Logs patient information on a daily spreadsheet and verifies the number on the spreadsheet matches the number of envelopes placed in the mail
- Creates address labels, stuffs envelopes, and mails redetermination forms, invitations, and other correspondence to support Call Center operations, as needed
- Emails spreadsheet weekly to Illinois Department of Health Services in response to callers identifying non-receipt, lost, or destroyed redetermination forms
- Mails replacement forms as received from (IDHS)
- Works to meet quota production requirements and service-level agreement (SLA) turnaround times
- Accounts for adherence to and assurance of quality specifications
- Ensures accuracy when entering critical information for tracking statistical data
- Follows policy and procedures guidelines limiting access to Protected Health Information (PHI)
- Adheres to Health Insurance Portability and Accountability Act (HIPAA) regulations and compliance standards
- Performs other duties or projects as assigned

Reporting Relationships

Reports to the Call Center Manager or designee

Minimum Qualifications

- High school diploma or GED equivalent
- One (1) year of full-time work experience a high volume production environment including data entry
- One (1) year of full-time work experience with document imaging and scanning, processing, batching, sorting and electronically filing material according to service-level agreements (SLA)
- Proficiency using Microsoft Office (Word and Excel)

Preferred Qualifications

- Associate's degree or equivalent from college or technical school
- One (1) year experience working in a call center mail room

Knowledge, Skills, Abilities and Other Characteristics

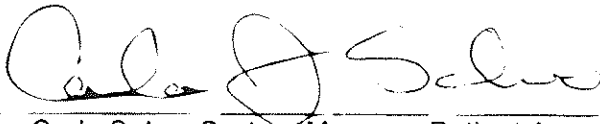
- Knowledge of document imaging systems
- Knowledge of Microsoft Office (Word and Excel)
- Excellent verbal and written communication skills necessary to communicate with all levels of staff composed of diverse cultures and age groups
- Demonstrate attention to detail, accuracy and precision
- Demonstrate analytical, organizational and problem-solving skills
- Demonstrates strong computer and typing skills
- Demonstrate email etiquette skills with strong response times
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to see and hear clearly (including with correction)
- Ability to type at a corrected rate of 25 wpm
- Ability to maintain PHI confidentiality and adhere to HIPAA requirements.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval:  3-21-16
Carla Salvo, System Manager Patient Access, Financial Counseling Date

Approval: _____
Gladys Lopez Date
Chief of Human Resources