



<b>Job Title:</b> IME Care Center Coordinator	<b>Date Created:</b> 2015
<b>Reports To:</b> Chief Financial Officer	<b>Last Revision:</b> 2021
<b>Department:</b> IME	<b>FLSA:</b>

**GENERAL SUMMARY OF DUTIES:** Manage and perform a variety of complex tasks to ensure efficient operation of the IME Care Center.

**ESSENTIAL FUNCTIONS**

- Develop, define, and implement all aspects of the IME Care Center including website content, software implementation, and marketing strategies.
- Manage processes and communication with physicians, attorneys, insurance representatives, IME companies, physician secretaries, and other associated entities to ensure coordination of services.
- Function independently and responsibly with minimal supervision.
- Manage staff as positions are created to assist with IME CC functionality.
- Ensure confidential information and files are kept in accordance with internal and external policies and procedures.
- Direct liaison between the physicians, attorneys, insurance companies, and IME scheduling companies.
- Develop and implement marketing plan for law firms, insurance companies, and IME vendors to expand the IME CC business.
- Proficient understanding and efficient use of electronic medical record, including Medent and BMA
- Maintain professional and client relationships.
- Contact outside specialists to join IME CC panel, obtain required information for scheduling, create panel physician packet. Ensure all necessary documents are

received and maintain up-to-date information on website. Coordinate scheduling for services with the appropriate contact person.

- Transcription of all documents: IMEs, Narrative Letters, Record Reviews, Addendums, Miscellaneous.
- Scheduling of all services: IMEs, Depositions, Narrative Letters, Record Reviews, Addendums, Phone Consults, and Miscellaneous services.
- Create confirmation letters and invoices for all services.
- Confirm scheduling of all services with physician secretary.
- Create and schedule services in Medent and BMA.
- Manage financial aspects: Billing, accounts receivable, payments for physicians, refunds, and deposits.
- Print, tag, and organize all records for IMEs, Depositions, Narrative Letters, and Phone consults and miscellaneous forms as necessary.
- Confirm all appointments the day prior to scheduled service (IMEs and Depositions).
- Send reminder email for all services day prior to scheduled service for appropriate employees at OIP.
- Respond to all email/voice mail in an efficient and timely manner.
- Other job duties as defined.

## **EDUCATION**

High School diploma, plus at least 3 years' experience working in a medical practice. Associates Degree preferred. CHDS (Certified Healthcare Documentation Specialist) and licensed Notary Public beneficial but not required.

## **EXPERIENCE**

- PC literate, including Microsoft Office Products
- Analytical and interpretive skills
- Strong Organizational Skills
- Excellent interpersonal Skills
- Ability to work in a team environment
- Ability to meet or exceed patient service

## **SKILLS**

- Strong Organizational Skills
- Analytical and interpretive skills
- Strong Organizational Skills
- Excellent interpersonal Skills
- Conflict Resolution Skills
- Written and Verbal communication Skills
- Ability to type 80+ wpm accurately
- Excellent knowledge of Medical Terminology

## **ENVIRONMENTAL/WORKING CONDITIONS**

Work is performed in an office setting with some travel between offices. Ability to handle work-related stress. May deal with angry or upset patients in regard to their workers' compensation claim.

## **PHYSICAL/MENTAL DEMANDS**

Work requires hand dexterity, stooping, bending, and sitting. Employee must possess visuals and auditory acuity in order to communicate with physicians, co-workers, and patients and outside customers.