



# EMPLOYMENT OPPORTUNITY

## CHAT – Intake Specialist

IWS Family Health, a community health center providing preventive health care services to children and families, seeks a CHAT – Intake Specialist. This is a crucial role in the healthcare system by facilitating the process of admitting and assessing individuals seeking CHAT services and facilitating patient care plan engagement and completion.

\*Please submit cover letter and resume to HR at [hr@iwsfamilyhealth.org](mailto:hr@iwsfamilyhealth.org)

### Position Responsibilities

- Manages referrals and waitlists, noting patient time slot preferences, and schedules evaluations and treatments based on provider availability.
- Contacts patients for appointment reminders, scheduling, rescheduling, Uber set-up, and confirmation of upcoming sessions.
- Provides administrative support for the day-to-day operational activities of the CHAT program to ensure operations run smoothly, efficiently, and effectively.
- Monitors provider schedule openings and updates provider caseloads, tracking session limits, missed appointments, telehealth sessions, and provider PTO.
- Reschedules appointments as needed due to provider absences or PTO, ensuring timely monitoring of authorization end and expiration dates and optimizes provider schedules for maximum utilization.
- Verifies insurance eligibility for patients and performs daily eligibility checks using eCW and Medi.
- Creates and monitors prior authorizations based on MCO-specific rules and websites; serves as liaison with MCOs for obtaining and appealing authorizations for speech and occupational therapy.
- Maintains frequent communication with therapists regarding authorizations and documentation.
- Keeps eCW updated with patient documentation, including consents, insurance information, prior authorizations, and appointment tracking.
- Informs eCW template optimization to support documentation.
- Tracks CHAT services and manages authorizations to ensure timely submission of billable visits.
- Develops and manages data tracking tools related to referrals, coordination, authorizations, and billing tasks.
- Coordinates with the billing department to resolve front-end billing issues and ensure accurate service claims.
- Manages supplies and assists with inventory and order fulfillment.
- Maintains confidentiality and adheres strictly to HIPAA guidelines and regulations.
- Promotes a positive, team-oriented work environment focused on quality, efficiency, cost-effectiveness, and timeliness.
- Supports caregivers and colleagues on topics of child development, cultural humility, and the importance of supportive environments.
- Provides crisis intervention support ensuring client safety, connection to resources, and collaboration with emergency and child welfare services (e.g., DCFS, SASS).

### Knowledge, Skills, and Abilities

- Strong communication and interpersonal skills, including active listening and empathy.
- Ability to handle confidential and sensitive information with discretion.
- Familiarity with electronic health records (EHR) systems and data entry.
- Cultural sensitivity and awareness of diversity in patient populations.



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- Bilingual fluency in English/Spanish required (verbal, written, reading)
- Proficient in Microsoft Office Suite, and capacity for learning.

## Education and Experience

- Bachelor's degree in psychology, social work, or a related field preferred.
- Relevant experience in health services intake and scheduling preferred
- Crisis intervention and de-escalation skills preferred

## Working Conditions

- Ability to be mobile in agency, and any other external sites.
- Employment background screening required.
- May include various settings within agency or other sites, and remote work via telehealth.

## Compensation and Benefits

IWS Family Health provides a competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental, life and vision insurance options, as well as a 403B option. This hourly pay for this role is between \$22 - \$25/hr., depending on experience.

## Organizational Overview

Our patients and staff are at the heart of everything we do. For over 100 years, the Infant Welfare Society of Chicago (IWS Family Health) has provided health care services to medically underserved and vulnerable Chicagoans. Today, we provide pediatric health, adult health, pediatric and family dentistry, prenatal Care, including CenteringPregnancy™, care coordination, counseling, behavioral health, speech therapy, and social skills groups. This model helps ensure access to comprehensive services for medically underserved families in Chicago.

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