



Job Description

LifeTime Resources Mission Statement:

Working together to provide services that help people maintain their independence

LifeTime Resources Core Values:

Integrity

Quality

Compassion

Cooperation

Job Title:

Catch-A-Ride Contract Assistant

Supervisor:

Catch-A-Ride Director

Division:

Catch-A-Ride

FLSA Status:

Non-Exempt

Position Overview:

Provides administrative support to *Catch-A-Ride* management to ensure the consistent provision of quality service, in keeping with *LifeTime Resources, Inc.* values, philosophy of service and policies, as well as requirements of the Indiana Family and Social Services Administration (FSSA) and the Indiana Department of Transportation.

Essential Functions:

GENERAL ADMINISTRATIVE

- Monitors *Catch-A-Ride* office operations, including staff adherence to policies and procedures; communicates suggestions or problems to the *Catch-A-Ride* Director.
- Provides clerical support to *Catch-A-Ride* management, independently completes tasks as appropriate.
- Monitors Medicaid/Managed Care portals and manages trips requests.
- Ensures that required Medicaid/Managed Care data is collected either electronically or via paper trips logs as necessary.
- Submits and tracks Medicaid/Managed Care claims and ensures timely payment.
- Tracks Medicaid/Managed Care complaints and works with the clients and/or provider to resolve issues as necessary.
- Responsible for renewal, distribution and file maintenance of signed *Catch-A-Ride* contracts.
- Assists the Director in preparation of contract renewals and is responsible for file maintenance and maintaining a process for ensuring that deadlines and requirements are met.
- Responsible for Margaret Mary Health Rides reporting as necessary.
- Assists the Director in verifying staff members report incidents and concerns as necessary.

- Performs Customer Service Representative duties during Customer Service Representative lunch breaks, peak call volume and as needed.
- Acts as a backup for Office Assistant and Field Supervisor Assistant as needed.
- Attends all meetings and training sessions for job position.
- Assists with other program duties as needed

GENERAL

- Consistently and effectively utilizes position procedures; recommends changes when necessary and completes updates as required.
- Adheres to agency policies and procedures.
- Understands, supports, and models the agency's Mission-based Values.
- Engages in other related activities or special projects as required or assigned.

The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.

Performance Requirements:

Knowledge, Skills, Abilities, & Mental Demand: Clerical and computer skills, including ability to use Microsoft Office Suite; written and verbal communication skills; listening skills; interpersonal skills; customer service skills; ability to perform multiple concurrent tasks in an organized manner; reasoning and problem-solving skills; ability to work with minimum supervision; ability to handle sensitive situations; ability to work closely with others on a daily basis, telephone skills, map reading skills, time management skills.

Physical Effort: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently.

Working Conditions: Office environment; customer contact; occasional driving.

Education, Experience and Training: High school diploma or equivalent required. Knowledge of or skill acquired through considerable training or 3 to 4 years related experience.