Administrative Support Specialist—Speech
Roles and Responsibilities:

Process referrals for speech language evaluations (SLE) and treatment

CDS Referrals SLE

- Pick up CDS Reach referrals twice weekly (Tuesday and Thursdays 10:30-11:30)
- Create an account in Insight and/or CounselEar for each new child.
- Make sure all necessary paperwork is in the CDS packet
- If CDS pay - process and pass along to Liz
- If MCD pay - Check MCD & print an eligibility report for the file. If PCCM, call PCP and obtain a PCP Referral. Once processed pass along to Liz.
- If INS pay - Check specific insurance co to make sure insurance is active. Print a copy for the client's file.
    a. Call PCP for Referral
    b. Once processed pass along to Liz Kalil

Non-CDS Referrals SLE

- Receive PCP referral from efaxes
- Create an account in Insight and/or CounselEar for each new client
- Complete basic triage: Those experiencing dysphagia, stroke, brain injury, and/or over the age of 65 are not typically seen at this clinic for SLE. Check with Ann/Tara with any questions. If age 0-5 with question of speech-language delay without significant complicating factors (e.g., swallowing/feeding tube), continue to process. If age 0-5 with significant complicating factors or school age/adult collect available background information and send to onsite SLE triage (Ann).
- If MCD pay - Check MCD & print an eligibility report for the file. If PCCM, call PCP and obtain a PCP Referral.
- If INS pay - Check specific insurance co to make sure insurance is active. Print a copy for the client's file.
    a. Call PCP for Referral
- Send agency paperwork to the parent/client. Paperwork for school age/adult clients must be received before scheduling SLE. Paperwork for b-5 without complicating factors can be scheduled with a request to return paperwork prior to the appointment.
- See scheduling binder to complete scheduling process.

CDS Referrals for speech therapy:

- Create an account in Insight and/or CounselEar for each new client.
- Make sure all necessary paperwork is in the packet including financial parent consent form, screening results, case history, client data sheet. If this is a new client make sure that we have a copy of a SLE on file.
- If plan is renewed, make sure pay source is the same. If not, new INS/MCD will need to be processed as outlined above. Also check the demographics making sure that everything matches such as address, PCP, contact info, etc.
- If the plan is renewed, check to see if a new PCP Referral is needed (have all visits and/or time been used)
- If the plan is renewed, check to see if the Prior Authorization, if applicable, is still valid, if not request a new PA.
- Once processed pass to the clinician listed on the referral. If no one is listed pass along to Tara.

Non-CDS Referrals for speech therapy:

- Non-CDS Referrals come via efax. Confirm the need for evaluation vs therapy. Therapy cannot begin until we have a record of a previous speech-language evaluation (either in our system or provided by referring source or parent)
- Create an account in Insight and/or CounselEar for each new client.
- Complete basic triage. Those experiencing dysphagia, stroke, brain injury, and/or over the age of 65 are not typically seen at this clinic for Tx. Check with Ann/Tara with any questions. If age 0-5 with question of speech-language delay without significant complicating factors (e.g., swallowing/feeding tube), continue to process. If

age 0-5 with significant complicating factors or school age/adult collect available background information and send to tx triage (Tara).

- If MCD pay - Check MCD & print an eligibility report for the file. If PCCM, call PCP and obtain a PCP Referral.
- If INS pay - Check specific insurance co to make sure insurance is active. Print a copy for the client's file.
    a. Call PCP for Referral
- Parent(s) need to contact their insurance company using our Insurance Verification Form to find out if speech therapy is a covered service and what their responsibility is likely to be prior to their first visit. This form is signed by the parent, returned to NHS and kept on the client's file.
- Some insurances require a Prior Authorization for speech therapy (which is different from a PCP Referral). We need to have this in hand before speech therapy can start.
- Once processed pass along to Tara.

<u>Group Maintenance Speech Therapy for Waiver Clients</u>:

- Create an account in Insight and/or CounselEar for each new client.
- All waiver clients are seen in groups run by Jackie.
- All waiver clients have MaineCare as their pay source
- Check eligibility on the MaineCare Portal and print a report for the file.
- All waiver clients need PA authorization. These are generated by the client's case manager and can be found on the MaineCare portal under the Authorization tab. Print a copy of the authorization for the file.
- No PCP Referrals are required. You can enter SELF on the Referral tab in Insight.

Contact CDS Case Managers to resolve any discrepancies with paperwork, pay source, etc. Assure CINC data is current and up to date, as applicable.

Distribute, collect, and make sure the following forms are filled out, signed and in each client file.
(1) Client Data Sheet (all clients)—will need to be redesigned and include HIPAA
(2) Therapy Permission form (SpTx files only)
(3) Outside CDS plan (SpTx files if applicable)

Send out reports (Quarterly updates, Plans of Care, SLE, Assessment Summaries, Discharge Summaries, etc.)

Audit files periodically (Usually done when Quarterly Reports are sent out)

Verify pay sources during CDS shutdowns, make sure all permission forms are signed and in the client file.

Process insurance credentialing for clinicians and/or meet with clinicians to complete applications

Assist team leader with managing wait list process and client information: verify insurances, obtain all necessary PCP Referrals or Prior Authorizations, phone calls to parents/clients, scheduling, as applicable

Copying and Filing related to the speech department

Monitor and copy test protocols (make sure there is always an ample supply on hand)

Track clinician licenses, ASHA, CHRC, Insurance Liability Certificates, CAQH compliance

Assist Executive Director and/or team leader in compiling screening and training data, setting up continuing education and training programs, Board related tasks

Process speech-pathology intern applications, assist with scheduling observations for students

Cut and paste SLEs into CINC—TBD

Cross train for the front office and fill in when needed.

I have read the above Roles/Responsibilities for my hired position and have received a copy.

_____	_____
Employee Signature	Date
_____	_____
Supervisor	Date
_____	_____
Executive Director	Date

J:/Admin/Job Duties and Responsibilities/speechadminasst.10.3.19