

Imago Rehab is looking for an Intake Coordinator.

Imago Rehab is an exciting Digital Health provider that helps stroke patients recover the use of their hands

Imago Rehab is a startup spun out of Harvard University developing a robot-assisted virtual clinic for stroke recovery. Imago's mission is to restore independence to individuals with physical impairment through accessible, evidence-based care. We are seeking to add an intake speciality + virtual front desk team member to help us with our mission. Please see our website www.imagorehab.com, our Instagram (@imagorehab), and our LinkedIn page (<https://www.linkedin.com/company/imago-rehab/>) for more information about our team and company's history.

At Imago Rehab, we understand the most meaningful steps toward recovery happen outside of a gym or therapy room. That is why we embed occupational therapy right into daily routines and activities of our clients, via telehealth. Our unique approach brings the intensity and rigor of clinic-based occupational therapy into the clients living room, kitchen, or bathroom.

Imago clients have had a stroke and lost function on one side of their body. Imagine losing the ability to get dressed or shower on your own, or not being able to tie your shoes. When someone comes to Imago Rehab for treatment, they want to get back hand function, to be able to get dressed on their own, use two hands to carry things and tie their own shoes. We are in the business of improving quality of life.

The intake team at Imago Rehab answers the phone, provides information to interested prospective clients, family members and referral sources, such as doctors and nurse practitioners. They will collect information about insurance, date of birth, address, etc needed by the practice to conduct medical care. Intake schedules the first therapy session between an Imago clinician and the client. Intake also checks insurance in online databases, engages with the client's doctors office about authorization and performs other administrative tasks. The intake team will send, receive and apply copays and deductible payments to a client's account based on their insurance plan.

The intake specialist is the first person a new client will talk to at Imago Rehab. The most important part of the job is putting clients at ease and making them feel good about getting therapy with our company.

Intake Coordinator responsibilities include:

- Provide warm and exceptional customer service to clients, vendors, and professionals via phone and email
- Verify, edit and complete all admissions data. Follow up with the client about missing information
- Using Imago's CRM system to track outreach attempts and other information important to the referral process
- Reaching out to referrals (people who are referred to Imago Rehab by their doctor or self refer) via email, text and phone to schedule their first appointment
- Verifying medical insurance coverage and benefits for each patient
- Scheduling a patients first therapy session with an Imago Rehab Occupational Therapist (OT)
- Following up with doctors offices to get prior authorizations
- Other administrative tasks

Requirements and skills

- Experience in telephone sales or telephone customer service
- A high school diploma or equivalent
- Strong affinity for customer service
- Working knowledge of computers, Microsoft software and web software
- Excellent organizational and time-management skills
- Patience and understanding for people who have had a stroke

This position can be remote in Massachusetts, New Hampshire or Virginia. It can be on site at Imago's offices in Woburn Massachusetts or Pennington Gap Virginia.

Imago Rehab is an equal opportunity employer.

To apply please send a resume and brief cover letter to therapy@imagorehab.com please put the words Intake Specialist in the subject line.