



CARE COORDINATOR – CARE MANAGEMENT

Position Status:	Non-Exempt
Reports To:	Supervisor or Manager
Effective Date:	06/22/15
Revised Date:	03/24/25
Job Level:	S2

POSITION SUMMARY

Under general supervision, this position:

1. Assists assigned team with the coordination of health care activities for Alliance members
2. Establishes and maintains effective working relationships with Provider offices, County departments and other community agencies related to care coordination for members
Recommends and implements program improvements that strengthen member access and health outcomes
3. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Care Coordinator – Care Management is the working level classification in the series and is distinguished from the next higher level Senior Care Coordinator – Care Management by the latter's responsibility for acting as the Team Lead, including providing technical leadership and training to the Care Coordinators – Care Management, representing the team at meetings, and performing work with more complex member cases.

RESPONSIBILITIES

1. Assists assigned team with the coordination of health care activities for Alliance members, with duties including but not limited to:
 - Conducting telephone interviews with members, significant others and family members to determine if care needs are being met or if additional services are needed
 - Ensuring that members make and keep scheduled medical appointments
 - Assessing member's ability to follow up and implement care plan activities, if assigned to adult care coordination or
 - Obtaining and/or entering authorization requests for services with follow up to ensure and coordinate delivery, such as of hospital beds and complex durable medical equipment
 - Facilitating prior authorization of services with provider offices and community agencies
 - Identifying gaps in care for members and arranging appropriate and timely resolution with internal and external agencies
 - Scheduling assessments, coordinating and obtaining medical records and authorizations and ensuring processes are completed within state required timelines
 - Utilizing the Alliance computer system to complete tasks, update care plans, assessments and interventions
 - Attending Care Rounds as assigned and contributing updates to member's care plans, making recommendations for improvement in outcomes and following up with interventions and tasks as assigned

- May be assigned to back up the Intake Care Coordinators in reviewing and assigning internal and external referrals to appropriate staff
 - May assist staff with transcribing clinical documentation
2. Establishes and maintains effective working relationships with provider offices, County departments and other community agencies related to care coordination for members, disease management, and/or health education, with duties including but not limited to:
 - Building strong community relationships in order to help build community care networks that support coordination of care activities; and educating internal and external staff and community agencies on the Community Care Coordination Department Program
 3. Recommends and implements program improvements that strengthen member access and health outcomes
 - Supporting special projects, as assigned
 4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- High school diploma or equivalent and three years (or an Associate's degree in health, social services or a related field or Medical Assistant certification and a minimum of two years) of relevant experience in a health care setting interacting with members, patients and/or providers in meeting service needs; or a combination of education and relevant work experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the principles and practices of managed health care and health care systems
- Working knowledge of customer service
- Working knowledge of care coordination principles and practices is required for some assignments
- Working knowledge of health education principles and practices is required for some assignments
- Some knowledge of the diverse needs of the Medi-Cal population
- Ability to understand and communicate the workings of the Alliance, particularly the Utilization Management and Complex Case Management, Community Care Coordination and Member Services departments
- Ability to competently navigate computer systems
- Ability to use Microsoft Word and Excel, and Alliance computer systems
- Ability to work independently with minimal supervision
- Ability to verbally communicate the program mission, vision and roles
- Ability to train and educate on health matters and/or make presentations to individuals and groups is required for some assignments
- Ability to effectively, clearly and independently document, summarize and resolve member's concerns and inquiries
- Ability to effectively conduct telephone interviews in a confidential and sensitive manner

- Ability to identify, maintain, and protect sensitive HIPAA information (Personal Health Information) and following procedures to ensure the security of such information
- Ability to quickly and accurately assess a member's and/or family or significant other's ability to follow up with care plan details
- Ability to respond to sensitive or difficult issues with tact and diplomacy
- Ability to establish and maintain effective working relationships with members, co-workers, providers and individuals of varying socio-economic and/or cultural backgrounds, and with special needs populations
- Proficiency in listening and problem solving skills
- Proficiency in writing skills, including knowledge of proper grammar, spelling, punctuation and formatting

DESIRABLE QUALIFICATIONS

- Bilingual (English/Spanish)
- Knowledge of community care resources within the Alliance's Service Area Counties

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work
- Depending on assignment, possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.