



## CARE COORDINATOR – ENHANCED CARE MANAGEMENT

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**Position Status:** Non-Exempt  
**Reports To:** Enhanced Care Management Manager  
**Effective Date:** 08/08/22  
**Revised Date:** 04/16/24  
**Job Level:** S2

### POSITION SUMMARY

Under general supervision, this position:

1. Assists the Enhanced Care Management (ECM) team with providing health care coordination activities for Alliance members
2. Establishes and maintains effective working relationships with provider offices, County departments and other community agencies, and internal stakeholders related to care coordination for members, disease management, and health education
3. Performs other duties as assigned

### RESPONSIBILITIES

1. Assists the Enhanced Care Management (ECM) team with providing health care coordination activities for Alliance members, with duties including but not limited to:
  - Conducting telephone interviews with providers, members, and family members to determine if criteria are met for member to receive services
  - Obtaining and/or entering authorization requests for services with follow up to ensure and coordinate delivery, such as ensuring appropriate contact information is available for providers to conduct outreach to the member
  - Facilitating prior authorization of services with provider offices and community agencies
  - Coordinating and obtaining medical records and authorizations and ensuring processes are completed within state required timelines
  - Utilizing the Alliance computer system to complete tasks and review appropriate information
  - Attending meetings and contributing updates to member's care plans and following up with pertinent information and tasks, as assigned
  - Creating new authorizations, thoroughly documenting, and monitoring member's status in the Alliance computer system
  - Communicating, both orally and in writing, with members, providers, and internal stakeholders
  - Performing administrative duties to track, organize, monitor and follow-up on case work
  - Tracking receipt, assignment, enrollment and disenrollment of cases/authorizations
  - Monitoring electronic queues to ensure requests are entered correctly and assigning requests to the appropriate Registered Nurse
  - Participates in the development and implementation of program improvements that strengthen member access and health outcomes
  - May assist staff with transcribing clinical documentation

2. Establishes and maintains effective working relationships with provider offices, County departments and other community agencies, and internal stakeholders related to performing care coordination for members, disease management, and health education, with duties including but not limited to:
  - Establishing strong community relationships to help build community care networks that support coordination of care activities
  - Educating internal staff and external staff and community agencies on the ECM and CS programs
  - Providing information related to member's authorization status, documentation requirements, and updated member information
  - Providing information to internal stakeholders regarding community resources and healthcare activities, such as navigation of members not eligible for ECM to other programs
3. Performs other duties as assigned

#### EDUCATION AND EXPERIENCE

- High school diploma or equivalent and three years of experience related to care coordination in a health care setting which involved interacting with members, patients and providers in meeting their service needs (an Associate's degree in Health, Social Services or a related field or current certification as a Medical Assistant may substitute for one year of the required experience); 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 the principles and practices of care coordination
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word and Outlook
- Some knowledge of the diverse needs of the Medi-Cal population
- Ability to understand the workings of the Alliance, particularly the Community Care Coordination, Utilization Management, and Member Services departments
- Ability to communicate program mission, vision, and roles
- Ability to quickly learn and competently navigate Microsoft Excel and Alliance computer systems
- Ability to interpret, explain, and apply policies, procedures, and guidelines
- Ability to clearly, completely, and independently document, summarize and resolve member's concerns and inquiries, and recognize those issues that require escalation to a higher level
- Ability to plan, organize, and prioritize tasks, coordinate activities, and adhere to timelines
- Ability to listen well and ask follow-up questions to gather complete information in order to problem-solve a variety of issues
- Ability to effectively conduct telephone interviews in a confidential and sensitive manner
- Ability to respond to sensitive or difficult issues with tact and diplomacy

- Ability to identify, maintain, and protect Personal Health Information in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and follow Alliance policies and procedures to ensure the security of such information
- Ability to quickly and accurately assess a member's, family member's and/or member's significant other's ability to follow up with care plan details
- 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
- Ability to assist Registered Nurses with educating members on health matters
- Ability to communicate effectively in writing and demonstrate proper grammar, spelling, punctuation, and formatting
- Ability to work independently with minimal supervision and as a member of a team

#### DESIRABLE QUALIFICATIONS

- Bilingual (English/Spanish or English/Hmong)
- Some knowledge of community care resources within the Alliance 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 travel to different locations in the course of work
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

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*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.*