



## CARE COORDINATOR I

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**Position Status:** Non-Exempt  
**Reports To:** Supervisor or Manager  
**Effective Date:** 06/22/15  
**Revised Date:** 07/22/21  
**Job Level:**

### POSITION SUMMARY

Under general supervision, this position:

1. Assists assigned team with the coordination of health care activities and/or health education 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, disease management, and/or health education
3. Recommends and implements program improvements that strengthen member access and health outcomes
4. Performs other duties as assigned

### DISTINGUISHING CHARACTERISTICS

The Care Coordinator I is the working level classification in the series and is distinguished from the next higher level Care Coordinator II by the latter's responsibility for acting as the Team Lead, including providing technical leadership and training to the Care Coordinator I's, 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 and/or health education 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 Pediatric Complex Case Management (CCM)
  - 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 Conferences 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

**If assigned to Care Coordination - Care Coordinator or Pediatric CCM, additional duties include:**

- May be assigned to back up Care Coordination - Intake Coordinator in reviewing and assigning internal and external referrals to appropriate staff
- May assist staff with transcribing clinical documentation

**If assigned to Care Coordination - Intake Coordinator or Pediatric CCM, additional duties include:**

- Assisting in the assignment of high complexity cases in support of the Alliance Care Coordination function
- Communicating, both orally and in writing, with members, providers and internal stakeholders
- Electronically preparing and distributing cases to the appropriate team member
- Monitoring electronic queues to ensure cases are entered and assigned appropriately
- Creating new cases, thoroughly documenting and monitoring clear case notes in the Alliance computer system, in alignment with National Committee for Quality Assurance (NCQA) standards
- Answering phone calls through the department's Automatic Call Distributor line
- Gathering information from providers, internal stakeholders and members in order to assign cases appropriately to the team
- Responding to internal and external providers' referrals and determining eligibility for Community Care Coordination Department services in a timely manner
- Performing administrative duties to track, organize, monitor and follow-up on case work
- Tracking receipt, assignment, enrollment and disenrollment of cases
- Communicating with Community Based Adult Services (CBAS) staff regarding member referrals and attendance
- Tracking attendance of participants at CBAS centers
- Processing Administrative Member Status requests for medical necessity
- Monitoring CBAS authorization process for potential participants
- Facilitating and organizing meetings with relevant stakeholders and preparing and distributing meeting agendas and minutes, as assigned
- Collaborating and coordinating with other Care Coordination - Intake Coordinators

**If assigned to Quality and Health Programs:**

- Coordinating health education activities in various community settings and arranging health education classes for members
- Coordinating member referrals to external programs such as Women, Infants and Children, Head Start, SNAP-Ed, and other social or community services
- Identifying resources for health education programs
- Developing and implementing a health education database and reporting system
- Working with the Quality Improvement and Population Health Department to coordinate member wellness programs and campaigns
- Participating in community outreach activities such as health fairs and wellness programs
- Reviewing and assigning internal and external health education and cultural and linguistic services referrals to the Quality and Health Programs team via the Alliance computer system, including processing all submitted Member Incentives forms and interpreting requests, acting as the gatekeeper for internal and external referrals, assigning cases to the Quality and Health Programs team, and working with Provider Services staff to provide feedback to providers on forms that are rejected in the system

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:

**If assigned to Care Coordination - Care Coordinator, Care Coordination - Intake Coordinator or Pediatric CCM:**

- 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 or Pediatric CCM Department Program

**If assigned to Quality and Health Programs:**

- Working with the Quality and Health Programs team to support health care providers' efforts in supporting members in the adoption and maintenance of health lifestyle changes; and working with the Quality and Health Programs team and with Allied Health Care providers to allocate additional clinical health education services in the service(s) area
3. Recommends and implements program improvements that strengthen member access and health outcomes
  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

- Bilingual (English/Spanish) either preferred or required, depending upon assignment
- 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

- Knowledge of community care resources within Santa Cruz, Monterey and Merced 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

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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.*