



SENIOR INTAKE 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: S3

POSITION SUMMARY

Under limited supervision:

1. Acts as Team Lead and provides technical leadership and training to Intake Care Coordinators – Care Management
2. Assists team with the coordination of health care for Alliance members
3. Assists with special projects, team operations, and supports leadership to implement program improvements that strengthen internal operations, member access, and health outcomes
4. Establishes and maintains effective working relationships with Provider offices, County departments, and other community agencies related to care coordination for members
5. Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

The Senior Intake Care Coordinator – Care Management is the lead level classification in the series and is distinguished from the next lower level Intake Care Coordinator – Care Management by the former's responsibility for acting as the Team Lead, including providing technical leadership and training to the Intake Care Coordinators – Care Management, creating and maintaining job aids for daily operations, representing the team to other departments and external partners, and performing work with more complex member cases.

RESPONSIBILITIES

1. Acts as Team Lead and provides technical leadership and training to Intake Care Coordinator – Care Management, with duties including but not limited to:
 - Training new and existing staff on current and new practices and procedures
 - Acting as a subject matter expert (SME) and resource to the Intake Care Coordinator – Care Management (Intake Care Coordinator) in the area of daily operation of the Intake Care Management processes
 - Creating and maintaining workflows, resources, and other job aids for daily operations
 - Maintaining up-to-date information that impacts work processes
 - Acting as a resource to staff in other departments and external partners
 - Supporting leadership in monitoring regulatory processing timelines in work queues and ensuring daily work assignments meet department needs
 - Assisting with job shadowing requests from various departments within the Alliance, to provide information regarding the Intake Care Coordination process
 - Mentoring new Intake Care Coordinators and providing information to Supervisor regarding employee performance, progress, and readiness for independent action
 - Reviewing case notes to ensure compliance with regulatory requirements

2. Assists team with the coordination of health care activities for Alliance members, with duties including but not limited to:
 - Assigning high-complexity cases in support of the Alliance Care Management function to clinical staff
 - 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
 - Electronically preparing and distributing cases to the appropriate team member
 - Communicating, both orally and in writing, with members, providers and internal stakeholders
 - Answering phone calls through the department's Automatic Call Distributor (ACD) 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 Care Management 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
 - Collaborating and coordinating with other Intake Care Coordinators
 - Communicating with Community Based Adult Services (CBAS) staff or other community partners 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
3. Assists with special projects, team operations, and supports leadership to implement program improvements that strengthen internal operations, member access, and health outcomes, with duties including but not limited to:
 - Gathering feedback from Intake Care Coordinators on recommendations for process and program improvement Making recommendations and implementing program improvements that strengthen member access to services
 - Initiating, overseeing and leading special projects
 - Maintaining, tracking, documenting and communicating regulatory requirements such as APLS and MOUS
 - Communicating across multiple teams to successfully track and implement work
 - Representing the team at internal and external meetings
 - Participating in process improvement activities, departmental workgroups, and workflow meetings, with the department leadership team
 - Facilitating and organizing meetings with relevant stakeholders and preparing and distributing meeting agendas and minutes, as assigned
 - Preparing documents and reports, as assigned
4. Establishes and maintains effective working relationships with provider offices, County departments and other community agencies related to care management for members, 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 Care Management Program

5. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- High school diploma or equivalent and four years (or an Associate's degree in health, social services or a related field or Medical Assistant certification) experience, which must have included a minimum of two years of experience as an Alliance Care Coordinator; 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 principles and practices
- Working knowledge of care management principles and practices
- Working knowledge of community care resources within the Alliance's Service Area Counties
- Working knowledge of and proficiency with Windows-based PC systems, including Microsoft Word and Excel
- Some knowledge of the diverse needs of the Medi-Cal population
- Some knowledge of the principles and practices of supervision and training
- Ability to lead, train and mentor staff
- Ability to perform care coordination work associated with the most complex member cases
- Ability to understand and communicate the workings of the Alliance, particularly the Utilization Management and Complex Case Management, Care Coordination and Member Services departments
- Ability to competently navigate computer systems
- Ability to work independently with minimal supervision
- Ability to verbally communicate the program mission, vision and roles
- 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)
- Working knowledge of the principles and practices of intake coordination, adult care coordination or children's care coordination, depending upon area of assignment

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 20 pounds
- Ability to travel between offices to attend trainings/meetings
- Ability to work effectively in a remote work environment
- 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.