



## TRANSPORTATION COORDINATOR

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<b>Position Status:</b>	Non-Exempt
<b>Reports To:</b>	Utilization Management Supervisor – Prior Authorizations
<b>Effective Date:</b>	03/01/07
<b>Revised Date:</b>	12/28/20
<b>Job Level:</b>	S2

### POSITION SUMMARY

Under general supervision, this position:

1. Coordinates the authorization and documentation processes associated with non-emergency medical transportation and non-medical transportation for eligible Alliance members
2. Works with members, transportation vendors, provider offices, Alliance staff, County departments and other agencies to ensure effectiveness of transportation services
3. Performs other duties as assigned

### RESPONSIBILITIES

1. Coordinates the authorization and documentation processes associated with non-emergency medical transportation and non-medical transportation for eligible Alliance members, with duties including but not limited to:
  - Answering phone calls from vendors, providers, members, and agencies through the department's Automatic Call Distribution line
  - Conducting telephone interviews with members, family members and/or significant others to determine members' transportation needs
  - Verifying member eligibility and requesting member records to validate medical necessity
  - Electronically preparing transportation requests and distributing to appropriate team member for review
  - Referring members not meeting health plan criteria, but having lesser disabilities, to paratransit services or volunteer agencies that provide transportation
  - Submitting request for physical/occupational therapy evaluation to clinical staff when questions of eligibility for transportation services arise
  - Obtaining and entering authorization requests for services
  - Utilizing case management system to complete authorizations, document and update transportation case information, and ensure that transportation requests are entered and assigned appropriately
  - Ensuring that members are transported for scheduled appointments
  - Identifying gaps in transportation services and referring case to appropriate Alliance department
  - Conducting research to identify new transportation vendors
  - Sharing potential transportation vendors with Provider Services for contracting
  - Working with non-contracted providers and the Finance Department to establish letters of agreement for new transportation vendors
  - Arranging authorized out-of-area, non-emergency medical transportation or non-medical transportation, including verifying that a necessary service is scheduled with transportation providers and issuing an authorization to the transportation provider

- Calculating and verifying the number of miles authorized per covered service
  - Establishing, maintaining, and processing reports as per requirements of the Department of Health Services (DHS), regulatory or auditing agencies, and departmental requirements
  - Routing cases to Finance and Provider Services for payment
  - Performing administrative duties to track, organize, monitor and follow-up on current and new transportation requests
  - Making recommendations and implementing program improvements that strengthen member access to transportation services
2. Works with members, transportation vendors, provider offices, Alliance staff, County departments, and other agencies to ensure effectiveness of transportation services, with duties including but not limited to:
- Working with provider offices to determine the necessity, date and time of members' appointments
  - Working with counties and other agencies, such as California Children's Services and Community Based Adult Services, to identify available transportation options
  - Communicating issues and concerns related to transportation services to the relevant vendor in a timely manner
  - Working with Alliance staff to gather information and resolve issues related to transportation cases
  - Ensuring that transportation cases are routed appropriately within the Alliance
  - Seeking guidance and direction from clinical staff regarding appropriateness of requested transportation service, as needed
3. Performs other duties as assigned

## EDUCATION AND EXPERIENCE

- High School Diploma or equivalent and a minimum of two years of experience in health care customer service, such as working as a medical assistant or registrar, which included the performance of general clerical duties (an Associate's degree may substitute for one year of the required experience); or an equivalent combination of education and experience may be qualifying

## KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the principles and practices of health care customer service
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel and Outlook
- Working knowledge of and skill in operating standard office equipment, such as fax and copier
- Ability to communicate professionally, effectively and efficiently via telephone
- Ability to quickly learn each line of business conducted by the health plan
- Ability to quickly learn and skillfully navigate Alliance computer systems
- Ability to perform research on the internet to locate vendors and determine mileage
- Ability to understand and analyze procedure and billing codes and how they affect vendors and the resolution of claims
- Ability to perform data entry into tracking system and create reports

- Ability to perform basic mathematical calculations
- Ability to effectively, clearly and independently document, summarize, and resolve complex member concerns and inquiries related to transportation scheduling
- Ability to respond to sensitive or difficult issues with tact and diplomacy
- Ability to interact effectively with individuals of varying socio-economic and/or cultural backgrounds, and with special needs populations
- Ability to develop excellent listening and problem-solving skills
- Ability to use proper grammar, spelling, punctuation and formatting, and utilize a database to complete forms
- Ability to work independently with minimal supervision and as a member of a team

#### DESIRABLE QUALIFICATIONS

- Bilingual (English/Spanish)
- Some knowledge of the principles and practices of managed health care, healthcare coverage and benefit structures
- Some knowledge of the California Medi-Cal program and other public assistance programs
- Some knowledge of the diverse needs of the Medi-Cal population

#### 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.*