

Detailed Job Description

Job title:	Program Coordinator
Reporting to:	Manager of Care Management Services
Department:	Care Management
Hours:	Full-time 40 hours per week
Performance Review period:	Annual
Revision Date:	10-27-14

GENERAL DESCRIPTION

The Program Coordinator provides office and administrative assistance to the care management team.

Responsibilities and Duties

- Oversee timeliness and accuracy of billing and claims submission.
- Process referrals for care management services including determination of eligibility and communication to care managers and practice.
- Provide daily oversight of hospital and skilled nursing facility admission and discharge reports.
- Triage telephonic inquiries on dedicated care management phone line including forwarding calls, taking messages, and administrative support
- Coordinate timely patient outreach and care coordination activities with the care management team and practice.
- Develop and distribute monthly registry report for patients enrolled in care management to assist the team in identify and closing gaps in care.
- Facilitate communications with practices including high risk target patient lists, care management newsletters, learning activities, and quality reports.
- Maintain databases to support the care management program requirements.
- Other duties as assigned.

Qualifications

- Medical Assistant or minimum of two years related experience in medical office setting
- Experience with referral processing, coding, medical terminology, and health plans.
- Demonstrated proficiency in maintaining and reporting from database and registry
- Working knowledge of care management billing codes
- Strong customer service skills and ability to multi-task
- Outstanding interpersonal skills and ability to work within team environment

- Critical thinking and problem solving skills with ability to work under minimal supervision
- Advanced proficiency with Microsoft Excel, Access, and Outlook

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.