



## **JOB DESCRIPTION**

**JOB TITLE: Care Manager**

**SUPERVISED BY: Director of Women's Health**

**STATUS: Full time, Non- Exempt**

**Via Care Community Health Center**

### **DUTIES AND RESPONSIBILITIES**

Position Summary: To assist patients to understand recommendations given by their health care providers; performs patient care functions; answers and screens medical calls; post patient's information to medical records and provides support in planning continuity of treatment.

### **RESPONSIBILITIES:**

- Discharge and arrange referrals or follow up appointments.
- Perform as a patient advocate and liaison for specialty providers and social service referrals.
- Arrange patients' appointments for continuity of care and other referrals.
- Provide health education to patients per provider request.
- Adhere to HIPPA guidelines.
- Document follow-up done on providers' recommendation.
- Documents pertinent patient data.
- Assure timeliness of services rendered to patients.
- Assist with the collection of transportation vouchers/tokens.
- Assist with translation when necessary.
- Assist when necessary with back office functions.
- Maintain activity/referral logs
- Maintains data/logs for: mammograms, Paps, STD, etc.
- Generate and route data forms to appropriate destination (billing, medical records, etc.).
- Review super bill forms.
- Maintain and observe ergonomics safety precautions.
- Attend in-services and/or trainings.
- Performs clerical duties as assigned.
- Maintains complete and accurate patient records, including entering data into the computer, ensuring proper documentation of all procedures, and assisting with processing and billing of Managed Care, Family PACT, MediCare, Medi-Cal, CHPD, CPSP, or MHLA for patient services;
- Assists with patient flow including receiving/greeting patients; locating charts; checking/making appointments; answering the telephone; and referring patients to appropriate person;
- Follows daily/weekly/monthly assignments as directed by supervisor (Clinic Manager/LVN);
- Utilization of CAIR, and VFC and other systems as directed by supervisor;
- Assist with immunization inventory, ordering and reporting as directed by supervisor;
- Assist in ordering supplies, maintaining inventory log and supply destruction log;
- Participate in cross training for Front Office duties, assisting Referral Coordinator and Pharmacy Technician if needed and as directed by supervisor;
- Electronic lab ordering and processing lab test results per clinic policy;
- Assist in glucometer training for diabetic patients, as ordered by provider;



- Receives and treats all patients with the utmost respect and professionalism;
- Performs a wide variety of clerical duties including: preparing routine correspondence, filing, photocopying, faxing, and answering the telephone and directing calls as needed;
- Attends and actively participates in all team and staff meetings and related continuing education programs;
- Participate in ongoing trainings as required by supervisor;
- Performs other duties as required by supervisor.

### **QUALIFICATIONS**

- Case Management certificate or 1-year experience in related position
- Medical Assistant training and certificate of completion;
- Minimum of one year experience in medical field;
- Annual CPR certification – adult, child, infant, and obstructed airway – required;
- Experience with electronic health records desired;
- Experience in medical front office procedures preferred;
- Ability to always demonstrate the highest level of performance and behavior standards;
- Ability to be a team player; support and assist team members;
- Ability to relate and communicate well to all cultural and ethnic groups in the community; Bilingual preferred.

### **SPECIAL REQUIREMENTS**

- Must have a reliable automobile for use on the job (mileage to be reimbursed);
- Subject to a criminal background check prior to employment;
- Valid California Driver License and automobile insurance coverage;
- TB clearance, to be renewed every year.
- Annual Influenza Vaccination