

CARE COORDINATOR

GLENDALE, CA

Description

CARE COORDINATOR JOB SUMMARY

Care Coordinator will coordinate care for patients through outreach, the authorization process, follow up, scheduling of appointments, and health education.

CARE COORDINATOR ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support telephonic outreach to patients.
- Generate reports from multiple systems.
- Work assigned cases (outreach to patients, educate patients, coordinate services, schedule patient visits etc.).
- Answer incoming calls.
- Understand the requirements of the caller and provide precise information, triage appropriately.
- Use questioning and listening skills that support effective telephone communication.
- Use an effective approach to handle special telephone tasks like call transfers, taking/sending messages, call interruptions, holds, and unintentional disconnects.
- Understand the impact of attitude in handling calls professionally.
- Be courteous and conscientious of call queue at all times.
- Support excellent customer service philosophy.
- Schedule new patient and follow up visit appropriately.
- Submit and/or follow-up on authorizations.
- Eligibility verification and reconciliation.
- Coordinate with clinic and clinical staff as needed.
- Stays in compliance with all HIPAA regulations.
- Good understanding of medical terminology.
- Maintain daily, positive communication with other departments.
- Encourage a cooperative, team approach to interdepartmental workflow.
- Assist other departments as appropriate.
- Attend meetings as required.
- Perform other duties, as assigned.

CARE COORDINATOR PAY RATE: \$21/hr

Requirements

CARE COORDINATOR EDUCATION, TRAINING AND EXPERIENCE

- Medical Assistant Certificate preferred, or equivalent experience
- High School Diploma or GED.
- Minimum of 3-5 years of experience in a medical office setting.
- **Must be bilingual Spanish required!**

CARE COORDINATOR KNOWLEDGE, SKILLS AND ABILITIES

- Ability to find solutions when barriers are identified.
- Strong documentation skills.
- Ability to multi-task and prioritize when needed.
- Ability to independently seek out resources and work collaboratively.
- Ability to read, understand and follow oral and written instructions.
- Experience and work ethics that supports working within a high functioning, team-oriented environment.
- Demonstrates a willingness and ability to work under supervision.
- Ability to develop and maintain good working relationships with staff.
- Ability to use computer and learn new software programs.
- Excellent interpersonal skills reflecting clarity and diplomacy and the ability to communicate accurately and effectively with all levels of staff and management.
- Demonstrates ability to work in a regulatory climate that includes oversight of state and federal entities, payer contracts etc.
- Possesses ability to communicate effectively, both verbally and in writing.
- Possesses genuine respect for others and acceptance of their individual social and cultural traits.
- Proficient knowledge of Microsoft Outlook.
- Able to travel and attend professional meetings, conferences, trainings and clinic sites.
- Demonstrate flexibility, enthusiasm, and willingness to cooperate while working with others in multi-disciplinary teams.
- Performs other related duties as assigned.

CARE COORDINATOR PHYSICAL DEMANDS

Position requires prolonged sitting at a computer, some bending, lifting, stooping and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopy machine, telephone, and other office equipment is also required. Employee must have normal range of hearing and eyesight.

NOTE: The essential job functions for this position include, but may not be limited to those listed in this job description. Employees hired for this position must be able to perform the essential functions of this job without imposing significant risk of substantial harm to the health or safety of themselves or others.

We are committed to providing equal employment opportunities to all applicants, including those with arrest or conviction records. In accordance with the ULAC Fair Chance Ordinance, we will not inquire about or consider criminal history until after a candidate has received a copy of their background check report. All applicants will be evaluated based on their qualifications and ability to perform the essential functions of the job. For more information, please refer to [LA County Fair Chance Hiring](#).