



JOB DESCRIPTION

Job Title: Care Coordinator

Department: Specialty Clinical

Supervision Received: Reports to the Director of Clinical Services

Supervision Exercised: None

Job Summary: The Care Coordinator proactively communicates with patients and collaborates with providers in an effort to promote preventive services and improve chronic disease management. The Care Coordinator regularly communicates with and contributes data to insurance companies to support various patient care programs.

Essential Functions:

- Outreach to patients for preventive care coordination;
- Schedule office visit and ancillary service appointments;
- Review patient records and collaborate with providers to ensure the completion and submission of "care gap summaries";
- Educate patients about the importance of chronic care follow-up and regular wellness visits through discussion of patient lab results, disease progression and provider care plans;
- Ensure all data is tracked and documented for follow-up and reporting;
- Build and use clinical alerts in Greenway to capture patients who need preventive or chronic care management services;
- Communicate with insurance plans when necessary and employ a general understanding of patients' benefits;
- Work with the Director of Clinical Services to fulfill current and future mandated quality reporting requirements.

Qualifications & Skills:

- Valid Ohio Registered Nurse license;
- Minimum two years clinical work experience;
- Excellent interpersonal skills;
- Ability to work autonomously;
- Exceptional organizational skills and ability to multitask;
- Proficiency with technology, preferred EMR experience;
- Attention to detail;
- Superior written communication and clinical documentation skills;
- Developed analytical and deduction skills.

Physical Requirements:

- Sufficient physical ability and mobility to work in an office setting;
- Stand or sit for prolonged periods of time;
- Occasionally stoop, bend, kneel, crouch, reach, and twist;
- Lift, carry, push, and/or pull light to moderate amounts of weight;
- Operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard;
- Verbally communicate to exchange information.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills and abilities may change as needs evolve.