



FAMILY HEALTH CENTER

JOB DESCRIPTION: Care Coordinator/Administrative Support staff

REPORTS TO: Nurse Care Manager

- **GENERAL DESCRIPTION:** Assumes responsibility for care coordination and data management of Medicaid patients with co-occurring chronic diseases.

MINIMUM QUALIFICATIONS:

- Minimum of 2 years experience in healthcare; or minimum 4 years customer service experience.
- Associates or Bachelors degree in health related field preferred.
- Computer literate, including word processing, excel, electronic health record, and electronic mail.

JOB RESPONSIBILITIES:

- Referral tracking
- Data management and reporting
- Scheduling for Health Home Team and enrollees
- Chart audits for compliance
- Reminding enrollees regarding keeping appointments, filling prescriptions, etc.
- Requesting and sending Medical Records for care coordination

JOB ACCOUNTIBILITIES:

- Demonstrate positive relationships for customer service with patients, families, outside agencies, and FHC team.
- Demonstrate effective communication skills, both written and oral.
- Work in concert with Nurse Care Manager, Behavioral Health Consultant, providers, nurses, and front office staff to optimize patient services and outcomes.
- Ability to work with a diverse population.
- Performs other duties as assigned.

Employee

Date

Manager/Supervisor

Date

Management Approval Of Job Description: By _____ Date _____