



Bridges Health Partners LLC

Care Coordinator Job Description

Job Summary:

The Care Coordinator (CC) is a key member of the Bridges Health Partners care management team and reports to the Bridges Health Partners Director of Care Management or designee. The CC focuses on prevention and wellness services for patients of Bridges Health Partners.

Job Responsibilities:

Across the care continuum, the CC's responsibilities include addressing clinical opportunities and supporting physician care plans for patients of Bridges Health Partners. The CC is responsible for the following:

- Conducts telephonic assessments of patients to determine needs to help the patient optimize his or her healthcare status and makes referrals for services and programs, as needed
- Coordinates resources and services for patients as necessary
- Creates cases, tasks and completes patient assessments in Case Management module
- Contacts patients as assigned; follows protocol regarding frequency of contact and documentation
- Provides clear and thorough documentation of patient activities based on established standards
- Establishes relationships with patients, earns their trust and acts as a patient advocate
- Assists with correspondence to providers and patients, as needed
- Requests medical records from PCP's, Specialists, Hospitals, etc., related to patient activities, as needed
- Maintains inventory of educational materials
- Meets specific deadlines (responds to various workloads by assigning task priorities according to department policies, standards and needs)
- Maintains confidentiality of information between and among health care professionals
- Provides orientation and mentoring to new staff
- Acquires and maintains knowledge and competence related to the expectations of the position and practices within scope
- Works in accordance with applicable state and federal laws
- Other duties as assigned by Director of Care Management or designee

Essential Skills:

- Excellent critical thinking skills; ability to work in fast pace team environment; ability to prioritize and multi-task; ability to effectively communicate and collaborate with physicians and ancillary staff



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- Exceptional communication skills to enable communication and collaboration with patients, families, and the care team
- Must be able to effectively communicate with elderly and chronically ill patients and families
- Strong knowledge of medical terminology

Basic Qualifications and Experience:

- High school diploma or general education degree (GED)
- Knowledge of Medicare and medical terminology
- 1-year related experience and/or training
- Basic Computer Skills, 25 WPM (Microsoft Outlook, Excel, Word)
- Good oral, written and telephone skills

Preferred Qualifications:

- Associate's Degree
- Experience in a medical office setting using a telephone and computer
- Bilingual (English/Spanish) preferred

Organizational Relationships:

Reports to: Bridges Health Partners Director of Care Management or designee

Supervises: NA

Supports/Coordinates with: Bridges Health Partners CIN/Medicare ACO provider network and Bridges Health Partners PHSO care management team.

Other:

We offer competitive compensation and an excellent benefits package.

www.BRIDGESHEALTHPARTNERS.org

EOE/AA

Job Type: Full-time