

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Health Care Guide I/CC	<b>REVISED:</b>	June 2019
<b>JOB STATUS:</b>	Non-Exempt	<b>REVIEWED BY:</b>	_____
<b>REPORTS TO:</b>	Supervisor or above	<b>APPROVED BY:</b>	_____

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## POSITION PURPOSE

In collaboration with Care Coordination team members, this position provides support and guidance to HealthPlan members referred to the Care Coordination Department for Case Management services and programs. The Health Care Guide I works closely with members, families, providers, community agencies, and the interdisciplinary care team to assist in coordination of benefits in a timely and cost-effective manner, while connecting members to available internal and external resources.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Acts as the point of contact for members, families, providers, and/or community agencies calling into the Care Coordination Department requesting assistance and information about available PHC programs and information.
- With direction, initiates and processes referrals to appropriate programs in accordance with department policies, and communicates referral outcomes to referral source.
- Collaborates with members, families, providers, and/or community agencies to identify member needs and/or barriers.
- Conducts targeted assessments to identify care coordination needs.
- Researches appropriate and available PHC and/or community resources and provides guidance to member and interdisciplinary care team.
- Creatively utilizes available resources in the most cost-effective manner in collaboration with the Case Manager.
- Assists members to ensure timely access to providers and services.
- Initiates and processes referrals to appropriate programs in accordance with department policies, and communicates referral outcomes to referral source.
- Completes timely and accurate documentation in appropriate systems in accordance with department policies.
- Supports the Care Coordination Department by answering the ACD telephone line, determining call urgency and routing calls appropriately
- Provides excellent customer service and communicates with others in accordance with PHC standards and expectations.
- Exhibits high professional standards as outlined in PHC's Code of Conduct

**POSITION TITLE:** Health Care Guide I/CC (cont.)

- Communicates clearly and effectively through all mediums of communication with members, providers, vendors, community partners, and PHC employees.
- Responds to inquiries in a timely manner.
- Connects members to community agencies when necessary

**SECONDARY DUTIES AND RESPONSIBILITIES**

- Obtains records and information as requested by clinical staff.
- Provides support and assistance to clinical staff as needed.
- Collaborates with internal PHC departments to resolve issues.
- Attends required meetings and trainings in person when assigned.
- Provides periodic coverage during vacations or sick time for Health Care Guide staff as needed within assigned team.
- Performs other duties as assigned by the direct supervisor, including the assumption of new duties.

**HIRING CRITERIA**

**Education and Experience**

High school diploma or equivalent combination of experience and education required; associate's or bachelor's degree preferred. Two (2) years of experience working in a health care setting recommended, to include experience in case management or care coordination; or any work experience, training or specialized education that would likely provide the ability to perform the essential functions of the position. Preference may be given to individuals certified and/or licensed in a health related field.

**Special Skills, Licenses and Certifications**

Ability to use good judgment, take personal initiative, and use discretion in performing job responsibilities. Attention to detail and accuracy. Basic knowledge of medical terminology and coding. Ability to listen actively and practice motivational interviewing. Knowledge of the PHC and basic concepts of managed care. Ability to learn the following: case management role within a health plan setting, and the HealthPlan eligibility categories. Ability to use computer software for word processing, spreadsheets, and email, operating multiple computer programs simultaneously. Ability to function effectively with frequent interruptions and direction from multiple team members. Ability to work in an environment with diverse individuals and groups. Ability to establish collaborative relationships. Ability to work autonomously within a team setting. Ability to prioritize workload and initiate action to acquire needed information from professionals by phone. Bilingual skills in Spanish, Russian, or Tagalog preferred. Valid California driver's license and proof of current automobile insurance compliant with PHC policy are required to operate a vehicle and travel for company business.

**Performance Based Competencies**

Communicates clearly and effectively through all mediums of communication with members, providers, vendors, community partners, and PHC employees. Models appropriate behavior for department. Ability to work effectively with Medi-Cal and other special needs populations. Ability to work with ethnically and culturally diverse populations. Ability to maintain positive, cooperative relationships with the community, professional groups, public officials, and agencies and

**POSITION TITLE:** Health Care Guide I/CC (cont.)

represent the department with professionalism. Ability to manage multiple tasks.

**Work Environment  
And Physical  
Demands**

Standard cubicle workstation with a shared common area. Use of telephone, fax, computer, and photocopying machine is required. Requires sitting in front of computer equipment and talking on telephone for major portion of the workday. Must be able to work in a fast-paced environment and maintain courtesy and composure when dealing with internal and external customers. When necessary, must be able to lift, move, or carry objects of varying size, weighing up to 35 lbs. Face to face contact with members and some travel potentially requiring over-night stay may be expected.

**All HealthPlan employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the HealthPlan's policies and procedures, as they may from time to time be updated.

**IMPORTANT DISCLAIMER NOTICE**

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*