Prospect Medical is searching for a qualified:

**Quality Care Coordinator**

**SUMMARY**

This position is responsible for assisting to ensure the highest percentage of compliance is achieved in meeting our P4P yearly goals. Individual will run target reports from Ascender (or similar platform) and organize the Patients Due reports in preparation for contact to schedule or educate the members. Individual will professionally make outbound calls to all “members due” to either inform them of the tests that are due this year, send them the needed forms to complete the test, or create referrals for the patients to be seen for P4P or CMS STAR measures. This individual also acts as a welcome representative and makes calls to welcome all our new commercial patients, answer questions, performs follow-up calls and obtains member satisfaction survey results. The person also mails out periodic welcome packets, or any other needed information to the patients for any line of business member. The person will enter results of the phone calls into Ascender and produce productivity reports. Individual will also accept inbound telephone calls from members returning telephone calls. Individual will assist members via telephone with services necessary to ensure member healthcare satisfaction, wellness, and retention is accomplished.

**ESSENTIAL DUTIES:** include but not limited to

- Perform outbound reminder telephone calls for Commercial, Senior and Medi-Cal Quality Care Initiatives in an effort to increase scores related to these measures based on the due call queues. Documents calls in Ascender’s Communication Module for accurate tracking. Inputs referrals as needed. Encourages members to complete their mammos and makes appointments via RadNet scheduling.
- Assemble and mail FOBT kits. Check Beacon daily for incoming FOBT results and fax to PCP offices. Assemble and mail FOBT kits. Facilitate lab requests for patients who are missing P4P measures. Directs patients to nearest draw station. Facilitates transportation.
- Handles incoming calls from provider’s offices and assists with Ascender training, coding questions, incentive questions, PAS questions and other general information. Make 100% of outbound calls to offices that show decreased patient satisfaction scores after training.
- Accurately enter all services received from provider’s offices via chart notes or P4P correction forms into Ascender’s Other Services. Also, as needed enter lab and pharmacy data accurately into Ascender’s Other Services. Request medical records confirming services provided per members statements and accurately enter into Other Services. Follow all P&P’s for audit compliancy.
- Mails welcome packets to new members, facilitates PCP transfers, answers questions and performs follow-up calls as needed. Mails birthday cards and welcome baby cards monthly. Obtain member email address. Populate data bases with new demographic data. Helps with special projects as needed.

**KNOWLEDGE/SKILLS/ABILITIES:**
• High School Diploma or equivalent required.
• Minimum of one (1) to two (2) years of IPA/HMO experience in P4P/HCC/CMS Star Programs.
• Ability to project excellent customer service, negotiation, and conflict resolution skills via telephone while maintaining a professional demeanor.
• Knowledge of IPA/HMO.
• Exceptional customer service skills, excellent written/verbal communication skills, and possess professional telephone etiquette skills.
• Excellent time management and organizational skills.
• Ability to manage and work assignments with minimal supervision or absence of detailed instruction.
• Ability to work independently and in a team environment.
• Ability to multi-task on the telephone and computer.
• Proficiency in Microsoft Office Excel and Outlook applications. Minimum typing speed of forty (40) words per minute.
• Knowledge of Ascender.
• Bi-lingual preferred. Must be able to speak, read, and write English proficiently.
• Ability to effectively present information and respond to questions from managers, peers, physicians, members, and the general public.
• Demonstrates a strong commitment to our company’s values: Integrity, Ambition, Smart, Passion, Accountability, and Teamwork.

If you are a qualified, high-achieving professional who wants to make a positive difference in the world of managed care, please submit your resume online.

Quality Service, Quality Care…that’s who we are!

Please visit our website for more information and a listing of all our open positions

www.prospectmedical.com