

UW HEALTH JOB DESCRIPTION

Care Coordination Assistant

Job Code: 300027	FLSA Status: Non-Exempt	Mgt. Approval: Blotz/Watson/Bergdoll	Date: October 2020
Department: Various		HR Approval: N. Lazaro	Date: October 2020

JOB SUMMARY

The Care Coordination Assistant (CCA) partners with members of the care team to coordinate patient care, navigate patients through the health care system and provide support for patients receiving specialized care. The CCA works closely with patients and their families to ensure the patient is appropriately scheduled for their clinical needs and connected to clinical, social and community resources. The CCA provides emotional support as well as education to patients and families within their specialty care discipline. The person in this role works collaboratively with others across the health care team to ensure the patient's specific specialty care needs are appropriately coordinated and medically managed.

MAJOR RESPONSIBILITIES

1. Develop long-term, positive relationships with patients, patient families and the health care team. Act as an advocate for as well as teach positive advocacy skills to patients and patient families while working with members of the health care team to coordinate patient care.
2. Understand the roles each member of the health care team provides while also demonstrating an understanding of the specialty care needs for the patient.
3. Facilitate continuity of care for patients by planning and exchanging information with the patient's health care team within UW Health and/or care received in the community. This may include, but is not limited to, proactive review of the patients' chart to ensure follow-up care is scheduled, communication with patients and/or patient families to gather information and follow-up with ongoing issues or healthcare needs, communicate with clinical staff to triage clinical questions as appropriate, and assist with scheduling patient appointments/diagnostic testing as appropriate.
4. If in Behavioral Health, assist patients calling into Behavioral Health for the first time by utilizing predetermined screening question to interface with clinical staff regarding acuity.
5. Provide community resources available based on the specialty care needs of the patient population. This may include, knowledge of government programs, community resources, reimbursement requirements, regulations associated with the patient's specialty care needs, etc. Links patients with Patient Resources support based on the specialty care need of the patient population.
6. Create, assemble and disseminate patient communication tools and documentation related to and necessary for continuity of care. Such work may include discharge packets, sending referrals, and completing necessary release of information.
7. Under the guidance of the RN or the supervisor, utilize the electronic medical record to obtain and document information as needed and as instructed.
8. Contact insurance companies and review agencies to initiate prior approval for supplies, medications and diagnostic tests. In Behavioral Health, assist patients in contacting insurance companies to determine covered benefits.
9. Maintain confidentiality in handling all patient related matters.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Associate's degree in a health care or social services related discipline or Three (3) years of relevant experience in a health care setting with an emphasis on customer service, including scheduling, registration or insurance focus in lieu of degree in addition to experience below.
	Preferred	Bachelor's degree in a health care or social services related discipline
Work Experience	Minimum	One (1) year of experience in a health care setting with an emphasis on customer service, including scheduling, registration or insurance focus.
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	

UW HEALTH JOB DESCRIPTION

Required Skills, Knowledge, and Abilities	<p>Minimum</p> <ul style="list-style-type: none"> • Ability to navigate the health care system and coordinate with multiple services. • Ability to be flexible when prioritizing and multi-tasking to meet the needs of patients, patient families, providers and other medical staff. • Excellent communication skills (oral and written). • Demonstrates creative problem-solving skills. • Possess empathy, a positive attitude, excellent teamwork skills and a professional demeanor when interacting with patients, patient families, members of the health care team and communication organizations/resources. • Strong organizational skills, the ability to concentrate and pay close attention to detail and the ability to manage multiple concurrent activities. • Ability to work independently, make judgements in demanding situations and able to react to frequent changes in duties and volume of work. • Ability to learn computer and application skills as applicable to the role. • Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish. <p>Preferred</p> <ul style="list-style-type: none"> • Experience with medical forms, letters, prior authorizations. • Experience with data entry and use of electronic medical record. • Experience working with individuals who come from diverse ethnic, cultural and socioeconomic backgrounds.
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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of	Negligible or constant push/pull of items of negligible weight

UW HEALTH JOB DESCRIPTION

	significant degree.		arm/leg controls	
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.