

## Case Management Associate-We Care Network

### Capital Medical Society Foundation's We Care Network, Tallahassee, FL

#### Job Description

##### We Care Network Case Management Associate

*The We Care Network is a charitable program of the Capital Medical Society Foundation, a non-profit organization operating alongside the Capital Medical Society. Its mission is to provide a safety net to those low-income, uninsured patients most in need in our community through donation of specialty medical care and dental care. (Qualifications for patient acceptance: Uninsured adults whose household income and expenses must be at or below 150% of the Federal Poverty Guidelines. Patients cannot qualify for any alternative programs (Medicaid, Medicare, etc.) that will pay for their care.) Over 300 doctors and more than 40 dentists, the local hospitals and numerous ancillary partners provide well over \$7 million of free care annually to very low income, uninsured patients. We Care Network case managers screen, qualify and obtain appointments for patients referred by primary referral sites. Limited funding is used to assist with transportation and prescriptions for these patients.*

*The We Care Network Case Management Associate assists Case Managers and patients referred to the CMS Foundation's We Care Network.*

Reports to: We Care Network Program Coordinator

Employment type: Full-Time (Non-exempt)

**General Description:** The We Care Network Case Management Associate assists Case Managers and patients referred to the CMS Foundation's We Care Network. The individual in this position creates an organized flow of referrals, questions, phone calls and documents from the primary care providers, patients and donating providers to the Case Managers. Responsibilities include (but are not limited to) assisting case managers with the referral screening, entering data into the database, greeting walk-in guests, answering and directing phone calls, administering patient satisfaction surveys, and maintaining positive communications with physicians and dentists who donate care.

#### Job Requirements

**Essential Duties and Responsibilities include the following. Other duties may be assigned:**

- **Answering and directing calls.** Primary care providers call on the physician back-line to check on the status of referrals, discuss any issues/concerns about the referral or patient and ask general questions. Donating providers and their staff call to inform of appointments, ask questions, get verbal or faxed authorization for appointments or procedures and request specific documentation such as labs or imaging that we may have for the patient. Patients call with general questions or needing help.

The Case Management Associate screens incoming calls and forwards or sends messages to We Care staff. (30%)

- **Greet walk-in guests.** Answer door bell, greet guests and notify We Care staff of visitors. (5%)

- **Faxes.** Manages incoming faxes by naming and filing documents on the Health Information Exchange (HIE) system. (10%)

- **Assistance to Case Managers.** Assist case managers with tasks that will help them serve patients better and faster: Request orders, fax authorizations, schedule appointments, screen patients for financial and residential eligibility, prep blank Sovereign immunity forms, Mail satisfaction surveys, prepare dental clinic day files, prepare and mail thank you letters, run errands, etc. NOTE: This becomes a higher priority during a staff shortage when additional duties may be assigned. (40%)

- **Open mail.** Open, sort mail, and forward mail to We Care staff. (5%)

- **Value of Services.** Scans and enters donated values of services from providers into the database. (10%)

**Expectations:** Provides exceptional customer service to all physicians and patients.

- Develops strong working relationships with supervisor and coworkers.
- Works with other staff as a team member and maintains confidentiality.
  - Acts in a professional manner at all times and accepts responsibility for own actions.
  - Follows through on commitments in a timely manner.
  - Consistently focuses on attention to detail.
  - Able to react to change productively and handle other essential tasks as assigned.
  - Seeks supervision when appropriate.

***Applicants should submit their resume and a cover letter that includes their reason for interest in the position and their salary requirements.***

***Email: Pam Irwin, Executive Director: [pirwin@capmed.org](mailto:pirwin@capmed.org)***