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| Job Title: Clinical Quality Coordinator | Department: Administration | Effective Date: January 2018 |
| Reports to: Manager of Quality | Direct Reports: None | FLSA: Non-Exempt |
| Working Conditions: Normal, no adverse or hazardous conditions. | | |

Primary Purpose:

Provide support to Director of Operations, Administrators and Director of Clinical Services on Clinical Initiatives to improve patient outcomes and group quality measures in Risk Adjustment, CMS 5 Star and Pay for Performance programs.

Principal Duties and Responsibilities (* = essential functions):

- Outreach and coordinate care for IPA members who are in need of preventative and/or chronic care services such as mammograms, colonoscopies, uncontrolled HbA1c, uncontrolled blood pressure, etc.
- Collaborate with Director of Operations on provider education.
- Maintain knowledge of clinical initiative program requirements
- Maintain knowledge of 5 Star performance for all IPAs.
- Collaborate with health plans on 5 Star gap reports.
- Coordinate outreach to PCP offices on member due reports
- Provide PCP offices with ongoing education of measures
- Work with health plans to provide supplemental data
- To contribute to a fair and positive work environment. *
- To perform other duties as assigned.

Job Specifications (KSAs):

- Requires knowledge of managed care processes as is generally acquired by 1 or more years of experience in a Health Plan, IPA or Medical Group environment.
- Requires the ability to communicate clearly and effectively in both verbal and oral modes with both internal and external customers.
- Requires an understanding of medical terminology as is generally acquired through a relevant course, or 2 years or more in a medical office setting or utilization management department.
- Requires fast, accurate typing skills and intermediate level computer software competency, including Word, Excel

Position Performance Criteria:

1. Demonstrates efficiency through the timely and accurate preparation and distribution of reports.
2. Demonstrates excellent organizational skills by monitoring any changes to programs. Competently performs position requirements with minimal supervision and direction, including taking initiative and assuming responsibility for follow through.
3. Utilizes effective oral and written communication skills in an accurate, concise and professional manner.
4. Demonstrates professionalism through compliance with the company dress code and attendance policies and contributing to a fair and positive work environment.



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5. Demonstrates an overall understanding of the managed care and the role that this job has in supporting the IPA Administrator goals and objectives. Provides constructive feedback on assigned work projects.