

Humboldt IPA/PCC Job Description Medical Management/Care Coordination RN

Purpose:

To provide nursing expertise in the Medical Management Department and provide care coordination to patients with chronic conditions and/or complex health needs with the aim of promoting quality healthcare, improving patients' experience of care, and improving the health of our community.

Responsibilities

- Medical Management – conducts utilization management (UM) review using nursing-level decision, works closely with Medical Management Team including the IPA's Medical Director and coordinating staff.
 - a. Review authorization requests for services—thorough review of supporting medical documentation and use of appropriate guidelines and evidence-based practice to ensure medical necessity and timeliness of delivery.
 - b. Monitor incoming authorization requests, prioritize based on urgency and turn-around-time, and communicate with providers and patients to gather all relevant medical information in order to make informed, timely, appropriate decisions.
- Care Coordination –
 - a. Work closely with Priority Care Center's Interdisciplinary Team (MD, NP, Wellness Coaches, MFT, MA) to identify and communicate patient's condition and medical needs and develop effective care plans to ensure best possible outcomes for our patients.
 - b. As appropriate, accompany patients to medical appointments and round if patients are hospitalized to advocate for patients' needs and help to facilitate appropriate delivery of health care services.
 - c. Assist members with care coordination, advise members of Priority Care Center services, i.e., PCP assignment, Same Day Services, Behavioral Health, Diabetes Education, Shared decision making, Wellness Coaching, yoga and exercise classes, smoking cessation.
- Employee Assistance Program – Responsible for accepting calls from EAP members and with coordinating referrals to lawyers, behavioral therapists, consumer credit counseling and other local agency support.
- Attend and engage in monthly Quality Medical Management meetings, collaborate with medical director, UM team to formulate QMAC interraters and presentations.
- Actively engage in Medical Management Committee to identify areas for improvement and to provide input regarding current processes and policies.
- Attend regular huddles with PCC to identify patient needs and take appropriate action, attend weekly Case Conference meetings with interdisciplinary team to collaborate and discuss complex patients and formulate a care plan.
- Other duties as assigned.

Qualifications:

- Current California Registered Nursing License
- Computer literate, ability to navigate software programs and data bases
- Valid California Driver's License

Characteristics:

- Well-organized and detail oriented
- Exhibits excellent oral and written communication skills.
- Communicates and coordinates effectively
- Uses a problem-solving approach to address all types of situations.
- Adapts well to change
- Maintains a positive attitude and professional demeanor
- Self-motivated, takes initiative to suggest improvements

Reporting relationship:

Reports to the Chief Operating Officer except regarding clinical competencies, in which case the Medical Director is the supervisor.