



Southland Care Coordination Partners

Job Title:	FUH Care Navigator	Job Category:	Non-Clinical
Department/Group:	Clinical Services	Direct Report:	FUH Program Manager
Location:	On Site	Position Type:	Full Time or Part Time
Functional Groups	All Employees, General Users, RA Team	Classifications	Navigators

Job Description: The Care Navigator engages and assists Health Plan members scheduling of 7 day and 30-day appointments following behavioral health inpatient hospitalization.

ROLE AND RESPONSIBILITIES

- Assists Health Plan members with making gap closure (7 day and 30 day) appointments.
- Conducts 7-day and 30-day reminder calls.
- Conducts weekly check in calls for members prior to 30-day appointment.
- Accurate documentation of all assistance provided to members.
- Proper execution of member referral/concerns/grievances when applicable.
- Document timely member observations requiring administrative notification of any critical member issues/concerns.
- Follows all Policies and Procedures of SCCP.
- Compliant with Performance Goals / Contract Deliverables.
- Participates in all SCCP mandatory and CMS regulatory training.
- Attends all staff meetings – in person or telephonic (if unable to attend, responsible for knowledge of content).
- Abide by principles and laws related to confidentiality.
- Demonstrate respect for individual diversity (culture, ethnicity, gender, race, religion, age, economic status).
- Interact with staff and members to optimize workflow efficiency.
- Other duties as assigned by Direct Report.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School Diploma or Equivalent Required.
- Minimum of 1 year of Call Center Representative Experience Preferred.
- Minimum of 2 years in a Customer Service Role Required.

PREFERRED SKILLS

- Excellent verbal communication skills.
- Ability to interact with health care professionals in a professional manner.
- Computer Literate – Word, Google Doc and Excel.
- Able to multi-task, manage time and set priorities.
- Able to remain coachable and teachable at all times.

Reviewed By:	Patrice M. Moore	Date:	January 4, 2022
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