



Southland Care Coordination Partners

Job Title:	Member Engagement Representative	Program	Health Risk Screening
Department:	Health Management Services	Direct Report:	HRS Program Manager
Location:	On Site	Position Type:	Full Time; Part Time
Functional Groups	All Employees, General Users	Classification	HRS Member Engagement Representative

Job Description: The HRS Member Engagement Representative applies excellent member engagement skills to facilitate health risk screening completion by assigned health plan members.

ROLE AND RESPONSIBILITIES

- Engages Health Plan member and employs professional techniques during verbal communications, electronic correspondence, and text-based interactions with each member.
- Conduct a large volume of outbound and inbound Member outreach calls in a timely manner.
- Accurately document all Member outreach calls in our Data Management Solution.
- Complete Health Risk Screenings on assigned health plan members by asking predefined questions and documenting responses.
- Proper execution of member referral/concerns/grievances when applicable.
- Document timely member observations requiring administrative notification of any critical member issues/concerns.
- Interact with staff and members to optimize workflow efficiency.
- Follow all Policies and Procedures of SCCP.
- Comply with Performance Goals / Contract Deliverables.
- Participate in all SCCP mandatory and CMS regulatory training.
- Attend all staff meetings – in person or telephone (if unable to attend, responsible for knowledge of content).
- Abide by all SCCP information security policies, procedures, protocols, and practices.
- Participate in regular information security management trainings.
- Develop a comprehensive understanding of SCCP information security policies.
- Learn to recognize information security risks and report them when they are identified.
- Comply with SCCP user access policies.
- Comply with SCCP password policies.
- Comply with SCCP data protection policies and guidelines.
- Comply with SCCP internet use policies and guidelines.
- Abide by SCCP policies and guidelines for protecting personal workspaces from security risks.
- Abide by SCCP principles and policies related to confidentiality.
- Demonstrate respect for individual diversity (culture, ethnicity, gender, race, religion, age, economic status).
- Other duties as assigned by Direct Report.



Southland Care Coordination Partners

QUALIFICATIONS AND EDUCATION REQUIREMENTS

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

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
Reviewed By	Tesa Rigal-Hines	Date	January 4, 2022
Approved By:	Moriel McClerklin	Date:	January 12, 2022
Reviewed By:	Patrice M. Moore	Date:	11/17/2023
Reviewed By	Ifeoma Ukpaby	Date:	11/17/2023
Reviewed By	Carmen Edwards	Date:	11/17/2023
Approved By:	Moriel McClerklin	Date:	11/17/2023
Last Updated By:	Moriel McClerklin	Date:	11/17/2023