



Southland Care Coordination Partners

Job Title:	Risk Adjustment Care Navigator	Program:	Clinical Risk Adjustment
Department:	Health Management Services	Direct Report:	Clinical Risk Adjustment Program Manager
Location:	On Site	Position Type:	Full Time or Part Time
Functional Groups	All Employees, General Users	Classifications	RA Program Member Engagement Representative

Job Description: The Clinical Risk Adjustment Program Member Engagement Representative engages health plan members and schedules Risk Adjustment appointments.

ROLE AND RESPONSIBILITIES

- Engage health plan members and employ professional techniques during verbal communications, electronic correspondence, and text-based interactions with each member.
- Assist health plan Members with scheduling appointments with the Nurse Practitioners (NP's).
- Update and maintain accurate documentation of each member's encounter in the electronic health record (EHR).
- Accurately document appointments.
- Properly execute member referrals/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.
- Compliant with Performance Goals / Contract Deliverables.
- Participate in all SCCP mandatory and CMS regulatory training.
- Attend all staff meetings – in person or via 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 principles and laws related to confidentiality.
- Demonstrate respect for individual diversity (culture, ethnicity, gender, race, religion, age, economic status).
- 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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