



HEALTHSMART

MANAGEMENT SERVICES ORGANIZATION, INC.

Personal Care Coordinator (UM-321)

Department(s): Case Management

Reports to: VP Medical Management

FLSA status: Non-Exempt

EEOC Classification: Administrative Support Workers

Revised: 05/18/2022

Job Summary

This position will serve as a liaison between OneCare members, the IPA, CalOptima, medical providers, behavioral health providers and Long Term Support and Service (LTSS) providers. The Personal Care Coordinator (PCC) will identify and reduce barriers to members' care, assist the member in locating and accessing resources and educate the member on the importance of accessing care promptly. The PCC will serve as the primary point of contact for the member and will be an integral part of the member's interdisciplinary care team. The PCC provides support to the member as they self-navigate the health care system. The PCC works closely with member's case management team to resolve access, medical and psychosocial related issues. The PCC must be able to efficiently manage and prioritize a caseload of 400 members. The PCC will work under the direct supervision of a licensed clinical professional to ensure optimal coordination of care for the OneCare members.

Position Responsibilities

- Collaborates with CalOptima PCC to ensure timely communication of member's clinical information.
- Guide members in understanding and accessing the benefits they are entitled to under Medicare and Medi-Cal, through the OneCare program.
- Assist with coordination of member's health care and social service needs both within and outside the IPA and CalOptima.
- Facilitate communication of HRA and initial care plan to the primary care physician (PCP), IPA, CalOptima and member, as indicated.
- Assist member in meeting their preventive care goals.
- Assist member with scheduling of appointments.
- Facilitate referrals to LTSS, behavioral health and community resources.
- Initiate referrals to both internal and external care management departments and other department/government or community agencies as directed by the case manager.
- Facilitate transfers directly to member's assigned case manager in accordance with member needs, when appropriate.
- Prompt communication of member's case notes, HRA, care plan and interdisciplinary care team (ICT) proceedings to CalOptima's PCC for integration in CalOptima's medical management system.
- Notify member's care team of key event triggers.
- Participate in ICT meetings, as appropriate.
- Other projects and duties as assigned.

Possess the Ability To:

- Maintain accurate records and documentation.

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- Develop rapport, establish and maintain effective interpersonal relationships with internal and external contacts at all levels.
- Work with Case Management staff to expedite the resolution of member concerns.
- Remain knowledgeable of OneCare’s benefit structure.
- Communicate effectively, both verbally and in writing with individuals from varying cultural and ethnic backgrounds.

Experience & Education

- 2+ years’ experience working with the needs of seniors or persons with disabilities (SPD) in a customer/member service capacity or similar experience.
- HMO, Medi-Cal/Medicare and health services experience preferred.
- Bilingual in English/Spanish or English/Vietnamese is preferred.

Knowledge of:

- Medicare and Medi-Cal eligibility and benefits preferred.
- Long term services and supports.
- Issues that face members with special needs, such as seniors and persons with disabilities.
- Principles and practices of health care service delivery and managed care, Medi-Cal/Medicare CalOptima eligibility and benefits.
- Principles and techniques to serve the SPD population in diverse social and ethnic groups.
- Effective charting practices and guidelines.
- Personal computers, keyboarding, and appropriate software to produce correspondence, charts, spreadsheets, and/or other information applicable to the position.

Print Employee’s Name	Date
Employee’s Signature	Date

cc: Employee
 Employee’s File/HR
 Manager and Supervisor