PrimeWest Health Position Description

Position Title: Care & Population Health Management Specialist

Department: Care & Population Health Management

Reports To: Special Needs Plan Care Coordination Manager

Status: Full Time, Non-Exempt

Hours: Monday – Friday

Supervision: This position does not supervise any other staff

Date Updated: March 1, 2022

Summary: This position is responsible for assisting the Director of Care & Population Health Management, the Special Needs Plan Care Coordination Manager, and other Care & Population Health Management staff to ensure the smooth and efficient functioning of the department. The Care & Population Health Management Specialist will assist callers (including members), be proactive in assisting staff, ensure that department services and supplies are handled efficiently, and keep the department environment clean and neat.

A. Reporting Accountability
This position is responsible for meeting the following regulatory, contractual, or other requirements on behalf of PrimeWest Health:
1. Comply with Centers for Medicare & Medicaid Services (CMS)/Minnesota Department of Human Services (DHS) contracts
   a. Ensure compliance with applicable regulatory and contractual requirements related to the Care & Population Health Management department
2. Maintain knowledge of National Committee for Quality Assurance (NCQA) requirements

B. Role and Key Responsibilities
Assist the Director of Care & Population Health Management, the Special Needs Plan Care Coordination Manager, and other PrimeWest Health staff in the following as needed:
1. Report and Application Submission
   a. Assist in making copies, faxing documents, constructing letters/documents, and preparing mailings
   b. Enter data related to care coordination activities into the Medicaid Management Information System (MMIS)
   c. Coordinate Jiras for new reporting and/or communications requests
   d. Coordinate CE Direct questions, run reports, and maintain user profiles
2. Meetings
   a. Schedule and arrange meetings including reserving rooms and catering when applicable
   b. Coordinate development of meeting agendas
   c. Record meeting minutes as requested by Care & Population Health Management staff
3. Other
   a. Coordinate county case management educational events, trainings, newsletters, and webinars
   b. Create, update, and post Care & Population Health Management workflows to Confluence
   c. Assist department with NCQA accreditation, Model of Care (MOC) CMS audit, and request for proposal (RFP) response processes
   d. Maintain the Care & Population Health Management page on Confluence
   e. Maintain county agency contact lists
   f. Coordinate system access requests for county staff
   g. Conduct outbound calls to members to assist with outreach and surveys
   h. Enter data into CareConnect, including opening/closing cases, notes, and assessments
   i. Assist with Pre-Admission Screening (PAS) referrals to ensure timely notification to pertinent county staff
C. General PrimeWest Health Responsibilities
   1. Abide by the PrimeWest Health Code of Conduct
   2. Comply with all PrimeWest Health policies and procedures
   3. Comply with the Health Insurance Portability and Accountability Act (HIPAA) and all other privacy laws
   4. Be familiar with building safety procedures and alert maintenance if something requires attention
   5. Keep public areas of the department and office neat and clean
   6. Conduct other responsibilities and activities as needed and assigned

D. Professional Competencies
   1. Strong interpersonal skills

E. Educational Requirements and Required Qualifications
   1. At minimum, an associate degree or diploma in administrative assistance or two years of experience equivalent to the position requirements.
   2. Demonstrated knowledge of, and proficiency in, Word, Excel, and Outlook required. Experience with data entry and taking meeting minutes is a plus.
   3. Flexibility and ability to handle multiple tasks. Demonstrated organizational skills and attention to detail. Ability to work effectively with a variety of people both within and outside of the organization. Good verbal and written communication skills.
   4. Ability to sit at a desk or computer station most of the time. Ability to occasionally lift and/or carry such articles as file folders and small boxes up to 30 pounds.

F. Appropriate Licensure and Certification Requirements – N/A

G. Collaborative Efforts with Other Departments
   1. Administration
   2. Business IT & Claims Administration
   3. Corporate Compliance & Auditing
   4. Information Systems & Technology
   5. Member & Provider Services
   6. Quality & Utilization Management

H. Supervision – N/A

This position description is not to be construed as an exhaustive statement of essential functions or responsibilities.

Location: Alexandria, Minnesota

PrimeWest Health will accept résumés for this position until filled. No phone inquiries please. Employment to begin as soon as possible.

Qualified candidates should submit their résumé and cover letter to:

   Elizabeth Warfield
   3905 Dakota St
   Alexandria, MN 56308

   or

   Elizabeth Warfield at elizabeth.warfield@primewest.org
   Please include “Care & Population Health Management Specialist” in the subject line.