

**Reddy Medical Group
D/B/A Reddy Urgent Care**

CARE MANAGEMENT COORDINATOR JOB DESCRIPTION

Job Title: Care Management Coordinator

Supervisory Responsibility: No

Reports To: Clinical Operations Manager

Job Purpose: Management of patients with multiple chronic conditions or increased risk factors to ensure excellent care is provided outside of office visits, and to reduce patients' hospital and physician office visits.

Job Description and Duties:

1. Reviews patients' problem lists for Care Management eligibility.
 - a. Familiar with ICD-10 coding specificity regulations
 - b. Able to update ICD-9 codes to ICD-10 codes in coordination with primary care provider.
2. Monitors daily schedules in primary cares to identify eligible patients who have not enrolled in Care Management.
3. Communicates directly with patients to clearly describe benefits of Care Management programs and enlist consent for participation.
4. Monitors enrolled patients as they come in for appointments to confirm that proper consent has been documented.
5. Coordinates with provider and patient to develop a care plan for the patient based on physical, mental, cognitive, psychosocial, functional, and environmental assessment.
6. Manage patient care, mostly by telephone, through the following methods:
 - a. Systematic assessment of the patient's medical, functional, and psychosocial needs
 - b. System-based approaches to ensure timely receipt of all recommended preventive care services
 - c. Medication reconciliation with review of adherence and potential interactions
 - d. Oversight of patient self-management of medications
 - e. Managing care transitions between healthcare providers and settings, including
 - i. Referrals to outside providers
 - ii. Follow-up after hospital visits and stays in skilled nursing facilities

Job descriptions are based on Reddy Medical Group's standard operating procedures. Although each employee is hired under a specified job description, this does not exclude him/her from having working knowledge of all other areas of the office and other staff positions.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice at the discretion of management.

IT IS THE RESPONSIBILITY OF ALL PERSONNEL TO PROVIDE FOR PATIENT COMFORT AND EFFICIENT OPERATION OF THE OFFICE