

A Day in the Life of a Care Coordinator

As a Care Coordinator, you are a crucial part of our members' lives by helping them meet the goals and needs of their person-centered service plan (PCSP). You will ensure that all services are coordinated and appropriately delivered by medical, behavioral health, IDD, and other specialty providers. Care Coordinators will work with members' providers to ensure continuity of care across all services. Care coordination services include the following:



Health education and coaching



Coordination of healthcare services and supporting members with guidance and assistance in locating community-based services and resources that meet their needs



Recommend physical and behavioral health providers to members in an effort to improve their overall care

How can I excel as a Care Coordinator?



Continuously expand your knowledge of local and state resources, as well as health plan policies, and be able to adapt to policy changes.



Apply critical thinking skills to address members' questions and unmet physical and behavioral needs.



Work as a member advocate and collaborate with support teams, doctors' offices, medical equipment companies, home health agencies, and hospital care teams.



Conduct appropriate follow-ups within state and company timeframes to ensure members' health and safety needs are met.



Focus on the details — it's the small things that make the difference and impact the lives of our members.



Manage your time and daily schedule by working efficiently and prioritizing tasks.

What are the responsibilities of a Care Coordinator?



Through close interaction with members, family caregivers, and providers, you will take a person-centered approach to coordinating, educating, and evaluating progress toward our members' healthcare goals. You will be a member's essential point of contact, traveling to their home or reaching out by phone, gathering vital health history, and monitoring their needs. You will be empowered to help members get the services they need, when and where they need them.

How can I grow in my role?

There are a number of opportunities for growth within the Care Coordination department, including:

Robust training opportunities, such as:

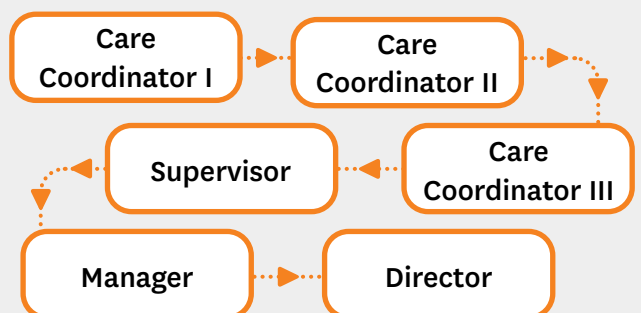


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