

Job Summary

Order Number:

NY1454925

Date Job Order Received:

03/03/2023

Number of Openings:

1

Company Name:

Kalos Health

Job Title:

Member Care Associate

Minimum Experience Required:

No experience requirement provided.

Job Description:

Niagara Falls. Member Care Associate. Kalos Health. FT. Benefits. The Member Care Associate (MCA) is responsible for providing efficient and courteous customer service of the member population through telephonic and personal contact. Articulates general program information to the community and resolves and documents customer complaints or refers to higher levels of operation for resolve. Maintains member and member-related records, collects and tracks billing utilization information. Maintains contact with the member and/or responsible parties and the providers servicing the member as needed in an effort to close gaps in care and/or services and reduce urgent care and hospitalizations after transitions occur across the various service lines. Works under moderate supervision and in tandem with Member Care Associate Supervisor, Quality Assurance, Care Managers, Interdisciplinary Team, Director of Clinical Operations and Medical Director to monitor, plan, implement, coordinate, and evaluate services and outcomes in an effort to maximize the health, well-being and satisfaction of all members under their direct operational survey. They also work to ensure transportation for members of the plan are scheduled and occur at the right time, right place and within the prescribed time frames to meet the various medical and social needs of the member as outlined in the plan of care based on the Care Manager's assessment. This department is responsible for the proper recording of transportation in schedules for individual members, recording appropriate units used on the transportation log, and coordinating with care managers to ensure the authorizations are appropriate. They will serve as training mentors as new staff are onboarded into the organization as additional support and guides. The MCA works directly with the Care Managers who evaluate the member and build required services lines; the MCA will collaborate to contact in-network providers, build authorizations for those services, perform deauthorizations and re-authorizations as appropriate and indicated. Essential Functions *Provides courteous customer service to Kalos Health members and their representatives. *Manages a mean of 65-100 active cases based on case intensity and acuity. Handles more complex or delicate Members and works with interdisciplinary team to effectively manage these cases. *Maintains accurate records of case management activities in

the electronic health record and other required platforms. *Articulates general plan information to members and their representatives. *Schedule and arrange member appointments and/or transportation needs efficiently and timely. *Coordinates with care managers any needs regarding authorizations for services and concerns related to the Plan or any service lines. *Promotes the Vision, Mission, Values and Goals of the Kalos Plan. *Ensures compliance with all state and federal regulations and guidelines in day-to-day activities. (go online to review additional essential job functions) Required Education and Experience *High school diploma or equivalent required. Associates degree in related discipline preferred. *Minimum of one year experience in a customer service role involving telephone contact required. This experience in a healthcare setting is preferred. *Knowledge of personal computers, including MS Word and Excel and data entry systems preferred. Environment After successful completion of training, this position is hybrid. To Apply:
https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=e31e741b-73fc-442f-b209-58c7f0ebea88&ccId=126259632_8337&lang=en_US

Job Location:

Niagara Falls, New York

Pay:

Starting pay not specified.

Benefits:

No benefits mentioned.

Hours per Week:

Not specified.

Duration:

Full Time, Regular

Work Days:

Monday thru Friday

Shift:

First (Day)

Public Transportation:

Information not provided.

Minimum Education Required:

High School Diploma

Driver Licenses, Including Endorsements:

Class D (Operator)

How to Apply:

To apply, contact the employer on-line:

Web-site:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=e31e741b-73fc-442f-b209-58c7f0ebea88&ccId=126259632_8337&lang=en_US