

## Position Description



<b>Position Title:</b> Quality Improvement Coordinator	<b>Job Code:</b>
<b>Reports To:</b> Quality Measure Program Manager	<b>Exemption Status:</b>
<b>Department:</b> QM	<b>Date:</b> 4/29/2020

### POSITION SUMMARY

Conducts phone outreach to members and providers with the goal of improving quality ratings and closing HEDIS Gaps in Care. The Quality Improvement Coordinator (QIC) will provide education to members on the importance of having preventative screenings completed in a timely manner. The QIC will also assist in scheduling and facilitating appointments with providers and vendor. Maintains HIPAA compliance, cultural sensitivity and business confidentiality.

### KEY DUTIES AND RESPONSIBILITIES

- Conduct outreach to members to educate and schedule preventative screenings and Gaps in Care
- Schedule appointments for all members with care gaps via a three-way phone call to Primary Care Provider, Specialist, Laboratory Facilities, Radiology Facilities and any other service needed by the member
- Conduct a minimum of 100 Phone calls to members or a total of 15 scheduled appointments daily
- Enter referrals as needed to expedite scheduling
- Collect medical records via Phone and Fax Requests
- Place Standing Orders in Lab Vendor portals as needed
- Work with Provider staff to establish ancillaries for easier scheduling opportunities
- Other projects and duties as needed

### QUALIFICATIONS

#### Education & Experience

- High School Diploma and a minimum of 3-5 years IPA/HMO knowledge is required
- 2 years' experience in member, provider and customer service or call center environment
- Health coaching experience a plus
- Understanding of HEDIS measures preferred

#### Skills/Knowledge/Abilities

- Language Skills (Bilingual in any of the following: Spanish, Vietnamese, Armenian, Korean)
- Appreciation of cultural diversity and sensitivity towards targeted populations.
- Ability to communicate effectively and professionally with members and providers
- Ability to work in a fast-paced environment
- Ability to multitask
- Ability to adjust quickly to change
- Data entry skills

## Position Description



- Strong organizational capabilities
- Strong problem and decision-making skills

### Technical Skills

- Microsoft Word
- Excel