

FamilyCare Health Plans is a Medicaid and Medicare managed healthcare organization based in Portland, Oregon. We strive to embody our mission statement--***Creating Healthy Individuals through Innovative Systems***--in everything we do. Our dedication to customer service has earned us an outstanding reputation in the Northwest healthcare industry.

We believe that, in order to build on our 25+ year tradition of success, we must continue to seek out and attract talented individuals. We offer a challenging work environment with opportunities for growth and development. Communication is encouraged, and excellence is rewarded. **FamilyCare offers a competitive benefits package which includes health, dental, and vision insurance as well as a 401k plan and 4 weeks annual PTO.**

We currently have an opening for a Service Coordinator in Eastern Oregon: Hermiston/Pendleton

PRIMARY RESPONSIBILITIES:

- Provide early identification of members in need of care coordination.
- Provide Exceptional Needs Care Coordination
- Document in medical management system appropriate and accurate information regarding all member's assessment, treatment plan, and any action taken.
- Authorize and Review Skilled Nursing Facility placements
- Assist providers with identifying the need for ancillary referrals, hospital authorization and UR, DME, rehabilitation, SNF, ICF, home health, and hospice.
- Educate members in certain disease management areas, including both physical and behavioral.
- Develop relationships with community partners and resources to assist members in managing their healthcare needs.
- Participates in the overall Medical Management Program evaluation, development, planning, education activities relating to Health Services Department operations and accountability.
- Ensures the standards of customer service as set forth in FamilyCare, Inc.'s company policy.
- Participates in overall evaluation, development, and planning of Performance Improvement Projects relating health services.
- Referral/Authorizations
- Pharmacy Benefits Coordination
- Participate in internal and external meetings, conferences, etc. as requested by Care Management Manager. (This may include occasional overnight travel).
- Hospital visits, home visits, SNF visits as needed determined by member need
- Projects as assigned

REQUIRED EDUCATION, ABILITIES AND EXPERIENCE:

- Bachelor's Degree or diploma in nursing
OR
- Over three years clinical or nursing **experience** as an RN or LPN (with certification from an accredited institution)
OR
- Combination of education in a related field and work experience
AND
- Knowledge of health insurance industry, principles and applications of continuous quality improvement, CPT and ICD-9 codes, and utilization criteria.
- Bilingual/Bicultural (English- Spanish) strongly preferred.
- Must have a valid driver's license.
- Advanced proficiency in Windows, MS Office- Word, Excel, and Outlook
- Background in nursing or social work preferred.

FamilyCare is proud to be an equal opportunity, affirmative action employer.

To ensure that we continue to hire competent, ethical, and trustworthy individuals, all candidates must successfully complete a thorough background investigation and drug screen prior to receiving any offer of employment from FamilyCare.

To apply, please email your cover letter and resume with salary requirements to: jobs@familycareinc.org

Please note that there is no relocation assistance available for this position.