Downloaded from <https://www.velvetjobs.com/job-descriptions/care-management-associate>

# Example of Care Management Associate Job Description

Our innovative and growing company is looking to fill the role of care management associate. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for care management associate

* Distributing cases to appropriate clinical staff
* Potentially conducting initial outreach calls to members and/or provider offices
* Running and compiling related reports
* Contributing to the triage, solutioning, and management of implementation impediments, usability concerns and defects for existing products
* Investigating, gathering and documenting detailed information regarding bugs, defects and/or enhancements
* Translating project objectives and high level requirements into epics and stories
* Participating in the prioritization of maintenance queue with the Product Owner
* Working on multiple tasks simultaneously with demanding timelines
* Work effectively with Client Executive Leadership, Consulting Advisory Board Company partners
* May redirect or forward requests to the appropriate department by following established guidelines

## Qualifications for care management associate

* Technical services experience
* Professional experience in hospital or heath plan setting
* Willingness to travel up to 25% to other client sites and ABC offices
* Subject Matter Expertise in Care Variation or quality improvement
* Background in health care consulting or technology services
* Experience creating client-ready presentations through the use of advanced PowerPoint techniques