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# Example of Care Management Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of care management. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for care management

* Make appointments and/or coordinate with facilities/clinics to provide timely appointments
* Educate referred patient about travel directions, parking information, dining and lodging near clinical services
* Serve as the ongoing liaison for patients as required
* Process referrals and intake forms for specific programs, and follow-up with patients or providers on missing information
* Process pre-authorizations for specific programs and communicate with insurance companies
* Educate patients on financial resources available
* Follow up with patients who were to call a specialist to schedule their appointment but don't follow through
* Assist patients with access to educational, emotional and financial resources
* Provide links and education regarding web resources (institutes, services, providers, MyChart, videos, forms)
* Perform the work required to provide an answer to patient or referring provider’s needs internally, so the customer only has to call us once (first call resolution)

## Qualifications for care management

* One year health care/recruiting experience
* At least 3 years of experience as a healthcare consultant with PCMH - Patient Centered Medical Home expertise Case Management/resource management, care protocols, care gaps, and clinical workflow
* Local travel of up to 10 - 25% may be possible
* Experience with Dynamo CM application preferred
* Register patients and the public for classes
* Communicate effectively via phone, e-mail, chat, instant message