



Example of Care Associate Job Description

Powered by www.VelvetJobs.com

Our innovative and growing company is searching for experienced candidates for the position of care 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 associate

- Answering inbound phone calls (outbound calls) to / from patients, Physicians, and pharmacies and servicing their access to care and reimbursement needs
- Focusing on patient empathy and the consumer experience with the goal to assure patients on the ease of use of the program's goals and ultimately driving access to care and medication adherence
- Referring requests for escalation, as needed, and engaging other internal areas, such as Program Management, IT and other Contact Center teams, to resolve issues
- Providing input and feedback to Quality Management and Training as subject matter experts to improve processes, procedures and training
- Manages calls from providers to process authorization requests for services for customers, including customers who are in crisis or who may need help finding providers in the network and/or help understanding their mental health benefits
- Makes outreach calls to customers involving Health Risk Assessment (HRA)
- The job will require that they call customer to offer assistance and provide information about programs and services available to customer
- The Care Associate is responsible for supporting the Precertification Nurse, Medical Director and Director of Health Services by collecting, interpreting and evaluating medical information received for authorization
- Recognizes and reports to the Harbor Care Director a resident's change of

- Provider status

Qualifications for care associate

- Graduate of a Medical Assisting program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the Accrediting Bureau of Health Education Schools (ABHES)
- Basic Life Support (CPR) from the American Heart Association
- Must have one year of experience working in a fast-paced customer service environment
- Degree in psychology, education, counseling, social work, psychiatric nursing or a related field
- 3 to 5 years experienced working as an international humanitarian aid worker
- Proven experience in developing and implementing training workshops