

Job Title: **Patient Advocate / Patient Care Coordinator**

Reports to: Patient Advocate Manager/Lead

FLSA Status: Non-Exempt

Version Date: January 2023

## **JOB SUMMARY**

The PA/PCC position is a vital link that coordinates communication between the patient, medical professional, insurance companies, and the Recovia providers and office staff. The PA/PCC looks out for the best interests of the patient population for a designated Recovia Clinic. This is a vital role within every clinic as it promotes a high standard of care, so every patient experiences a warm and welcoming environment and feels heard and supported. This position is vital in ensuring all patients receive the best experience and outcome possible by serving as a supportive resource that helps guide the patient through the Recovia program, navigating program barriers for clients, answering questions, and identifying any care problems with the clinic team. The PA/PCC position will work with a variety of clinical providers (Physical Therapist, Physical Therapist Assistant, BH Clinicians, and Medical Practitioners) as we are an integrated care clinic.

This position will spend 80% of their time at their designated clinic and 20% of their time at our HUB. The main aspects of this position are patient retention, engagement and care coordination through a combination of person to person, over the phone, and email communication. This position will serve as a direct point of contact for clients in need of help connecting to outside sources of care based on our treatment team's clinical recommendations (i.e., inpatient care, psychiatry, detox services, residential care, etc.). This includes providing resources to patients, helping patients connect with resources, making follow up calls to ensure continuity of care, and outreach to members of a patients outside medical team (PCP, Neurologist, Cardiologist, etc.) for clearances needed so patients are safe to start programming with Recovia.

## **ESSENTIAL FUNCTIONS:**

### **Engagement/Retention**

- Call all New Patients before their appointment with the goal of getting them live on the phone so you can introduce yourself as their go to resource, answer program questions, give directions to location verify length of appointment, and ensure a great experience.
- Answer any questions patients may have regarding program.
- Call all scheduled new patients that do not show or cancel their evaluations.
- Call all New Patients the day after their initial evaluation to see how their experience was and revisit expectations of the program. On this call answer questions, field any concerns or barriers to the program like time commitment or financial if they haven't been in contact with billing prior.
- Ability to review attendance letter, patient code of conduct, commitment letter, and other protocols with patient.
- Work with the PRC to call any New Patients accepted into the program that have not scheduled or have been non-compliant. (Evaluated/Admitted ALT's)
- Help patients understand financial responsibilities and answer benefit questions.



**Care Coordination**

- Bi-Weekly Active Care patient check-ins (in-person/phone/email communication)
- Work with Patient Relations Team to follow up with needed clearances for program.
- Facilitate client connection to outside sources of care based on our treatment team’s clinical recommendations (i.e., inpatient care, psychiatry, detox services, residential care, etc.).
- Provide resources to patients as directed by the clinical team
- Support patients by offering help to connect with resources directly
- Make follow up calls to patients to ensure continuity of care and warm handoffs

**Administrative**

- Become proficient with the Recovia electronic paperwork system of Sertifi.
- Responsible for handling patient complaints and reporting complaints to Clinic Director and/or Director of Clinic Operations.
- Daily use of Communication Platform Birdeye.
- Daily use of Reporting System tracking calls & managing statuses
- Comply with Recovia’s standards of operations and adhere to Core Values of the Company.
- **Other duties as assigned.**

**SKILLS & QUALIFICATIONS**

- Bachelor’s degree in social work or equivalent
- Strong communication skills, in person, through e-mail, and over the phone to work effectively in a multidisciplinary team.
- Knowledge of the biopsychosocial treatment model preferred
- Experience working with patients experiencing moderate to acute mental health problems and/or chronic pain and/or substance use issues preferred
- Strong computer skills and ability to navigate EHR and be timely with notes
- May be required to lift materials weighing up to 25 lbs.

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Employee Name

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Date

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Employee Signature

\_\_\_\_\_  
Date