Job Title: Health Check Coordinator  
Classification: Hourly/Full-Time  
Department:  
Management role: No  
Reports to: Health Check Supervisor  
Branch: Cabarrus

**POSITION SUMMARY:**
The Health Check Coordinator (HCC) is responsible for assisting Medicaid eligible children in accessing comprehensive health care services. The HCC is a liaison between the client and his or her family, physician, other providers, professional organizations and agencies providing primary and preventive care services. The HCC increases community and family awareness of the benefits of the Health Check and Health Choice Programs and implements a system to identify and follow Medicaid eligible children.

**ESSENTIAL FUNCTIONS:**

- Assists families in understanding and accessing Medicaid and Health Choice Programs services; Contact families via telephone and/or correspondence who are delinquent for well child screenings and immunizations.
- Assist Medical Home Providers in remote schedule patients for well child screening with Remote Scheduling Initiative.
- Identify High Risk and Medium Risk Medicaid families delinquent for well child screening and immunizations.
- Collaborate with CCNC/CCofSP and Medical Home Providers to promote awareness and increase participation rate for delinquent health check screening.
- Utilized reports generated in CMIS and NC Tracks to target children delinquent for well child screening and immunizations.
- Document all telephone calls, letters and other contacts in CMIS.
- Provides consumer outreach and promotes awareness of N.C. Health check and Health Choices Programs to increase participation rate for delinquent health check screenings and immunizations.
- Coordinate efforts with CCNC care managers to provide unduplicated services for children seen in ED who may be delinquent for well child screening and immunizations.
- Assist in coordinating transportation services for clients if needed.
- Assesses family needs from support services.
- Completes service documentation according to agency policy and protocol;
- Completes required programs requirements;
- Attends local, regional, and state meetings as required by State Health Check Program guidelines.
- CCNC Network supervisors are expected to arrange additional training based on identified needs of the HCC.
- Attend health fairs and community events promoting awareness of N. C. Health Check and Health Choice Programs.
- Adhered to policies and protocols by Community Care of Southern Piedmont.
- Other duties as assigned

**PHYSICAL DEMANDS:**
- Physical demands may include: periods of standing, sitting and walking; reaching and light lifting up to 25 lbs.; finger dexterity; visual and auditory acuity within normal limit
- Environment is climate controlled
- Minimal to moderate amount of travel/driving may be required
- Reliable transportation (will drive personal vehicle on behalf company)
- Physical demands include: frequent movement throughout the medical community, periods of standing, sitting and walking; reaching and light lifting; finger dexterity; visual and auditory acuity within normal limits

**KNOWLEDGE, SKILLS, AND OTHER REQUIREMENTS:**
- Excellent communication skills (verbal, written, listening)
- Excellent interpersonal skills
- Good computer knowledge/skills (experience with Microsoft Office Suites programs)
- Responsible for maintaining patient and family confidentiality in accordance with HIPAA
- Good knowledge base and understanding of North Carolina Health Choice and Medicaid
- Ability to work independently, exercising sound judgment and discretion
- Ability to deal tactfully with others and use good judgment in appraising situations and making decisions
- Ability to secure the cooperation of clients (persuasive), to elicit needed information and to maintain effective working relationships
- Excellent organizational skills, diplomacy, and professionalism

**EDUCATION AND EXPERIENCE:**
- Two years college degree (i.e. business administration), preferred
- Two years of experience in supporting community based programs
- Four years of experience with increasing responsibility in management support
- Previous sales experience, desired

*Disclaimer:*
The above statements are intended to describe the general nature and level of work being performed by people assigned this job classification. They are not to be construed as an all-inclusive list of all duties, skills, and responsibilities of people so assigned.