

EMPLOYMENT OPPORTUNITY

Position Title: Admin. and Care Coordination Assistant
Division: Memory Support Services, ECM Program
Reports to: Program Coordinator
Status: Full-time (40 hrs. per wk.), Non-Exempt
Bilingual/Bicultural: Fluent in English required; fluent in Spanish or Vietnamese a plus.

General Summary

Enhanced Care Management (ECM) will provide high-level operational and clerical support to the ECM department, ensuring smooth outreach workflows, compliance with Medi-Cal/Cal AIM standards, and patient confidentiality. Key responsibilities include client outreach, scheduling, updating documentation audit preparation and documentation. In addition, this position will be assigned to 2 ECM clients to ensure a strong connection to the services provided by the ECM program and subsequent documentation.

Essential Job Functions

Administrative Support: Outreach to new clients (via phone and email) referred to ECM and educating them on the services, scheduling home visits; sending confidential documents to PCP's, care partners, via fax or encrypted email as requested by LCM's. Provide backup support for the Helpline as needed.

Document & Data Management: Maintain compliant records, use audit checklists to ensure an audit ready environment (i.e.: reviewing client assessments, care plans, goals and case notes), and manage PHI (Protected Health Information) logs. Review LCM case notes to ensure SMART notes structure, as required by CalOptima/MediCal.

ECM Operational Support: Enter, verify, and maintain patient data in CalOptima's CareConnect system and Salesforce. Verify clients program status and continued MediCal eligibility at the end of each month for billing purposes, prior to sending to acct. payable.

Compliance & Audit: Assist with tracking ECM (CalOptima/Cal AIM) and MediCal regulations, preparing for program audits and reviewing ECM case notes prior to submission for billing. Maintain HIPAA regulations and privacy protocols.

Communication: Serve as contact for internal/external partners, assisting with correspondence with client's medical team. Ability to communicate with care managers, clinicians, and culturally diverse clients. Serve as the liaison between client and LCM, when LCMs are unavailable (out in the field, on vacation or sick leave) to maintain continuity of care.

Minimum Requirements

- Associate degree (AA) required; bachelor's degree preferred

- 2 years of office experience, preferably with ECM or healthcare, managed care, or social service setting.
- Exceptional communication (phone, written and verbal), time-management, and organizational skills, attention to detail, accuracy.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook), Google Docs and Docusign, experience with Salesforce and CalOptima's Care Connect program a plus.
- Ability to travel as needed to perform job duties, reliable transportation required.