

Member Liaison

Description:

As one of the fastest growing Independent Physician Associations in Southern California, Regal Medical Group, Lakeside Community Healthcare & Affiliated Doctors of Orange County, offers a fast-paced, exciting, welcoming and supportive work environment. Opportunities abound, and enterprising, capable, focused people prosper with us. We promote teamwork, nurture learning, and encourage advancement for all of our employees. We want to see you excel, because we believe that your success is our success.

The Member Liaison acts as a resource for members and is available to help patients understand and navigate the managed care model. The purpose of the member liaison role is to lower re-admission rates by: visiting members to collect information for assessments and providing quality non-clinical services in the high-risk period after discharge from the hospital.

- Educates members on the role of Regal and the Advocate Program.
- Introduces member to case management and care team.
- Provides service recovery by facilitating member's needs by working directly with appropriate staff.
- Presents and reviews pertinent health related information with member, including post-discharge instructions, urgent care referrals, and welcome information for new members.
- Assists assigned members with post-discharge needs.
- May assist patients with various appointments and scheduling.
- Maintains routine communications with members providing timely follow-up to ensure resolution of issues.
- Provides clear and effective documentation of all visit for internal team; including supervisors, manager, pharmacist and other members of the care team. Documentation must meet internal and regulatory guidelines.
- Accurate capture of health information while in the member's home, full completion of all post-discharge forms.
- All visits must be conducted timely, and adhere to member advocate program guidelines and protocols.
- All other duties as assigned.

Qualifications:

- Successful completion of High School with Diploma
- Current Certification as Medical Assistant, preferred but not required
- Minimum 2 years experience in health care
- Excellent verbal and written communication skills in English
- Proficient at Microsoft Office products
- Ability to work independently in the field, while still meeting team deadlines and requirements
- Bi-lingual (Spanish) required

City:

Northridge

Exempt:

No

All interested applicants should email rsussman@regalmed.com with your cover letter and resume. Please include "Member Liaison Position Application" in the subject line.