

POSITION SUMMARY:

Care Coordinator (Remote)

ResolutionCare | a Vynca company, is a fast-paced, fun, entrepreneurial environment incredibly passionate about transforming end-of-life care. With the integration of ResolutionCare Network services, we are actively looking for an individual with experience in administrative support in an office environment. This individual works as part of the interdisciplinary team and is supported by the Associate Clinical Director and the Clinical Director and is responsible for administrative support of the clinical staff.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Greets visitors who come to the office
- Answers calls and route all incoming correspondence to appropriate staff
- Requests and obtains patient records
- Corresponds with outside providers as requested
- Plays an active role with the Interdisciplinary team, ensuring all care coordination activities/needs are communicated back to the team
- Supports patients and team members with use of videoconference technology
- Maintains up to date patient health records in the Electronic Medical Record system and ResolutionCare data systems
- Schedules HV/VC visits for the clinical team
- Creates new patient packets
- Assists with TARS/Authorizations and communication with pharmacies
- Coordinates transportation for patient medical appointments with contracted transportation companies and payers
- Assists in the smooth day to day running of the office
- Monitors and requests the ordering of office supplies

ORGANIZATIONAL REQUIREMENTS

- Works at all times within the policies and guidelines of the Company
- Plays an active part in the development and maintenance of good relationships with all who have business with the Company
- Respects at all times the confidentiality of information covering patients and staff, and is HIPAA compliant
- Demonstrates integrity and discretion while handling confidential information
- Possesses impeccable attention to detail, flexibility and the ability to learn quickly
- Must be a good listener
- Possesses a strong work ethic and the determination and demonstrated ability to take ownership across wide ranging responsibilities
- Promotes at all times the Company philosophy of compassionate communication towards all patients, family, caregivers, visitors, and coworkers.

MINIMUM REQUIREMENTS

- Relevant professional experience, preferably in a healthcare setting
- Excellent oral and written communication skills required

- Positive interpersonal and telephone skills required
- Must have general computer skills and demonstrated ability to navigate the internet
- The passion and energy to handle complex situations
- Must work well in a team setting requiring a high level of collaboration

Position Location and Reporting:

- This position is remote
- Reports to Associate Director of Data Management and Care Coordination
- Employed by Resolution Care

Travel Requirements

- Occasional travel may be required to perform job duties, attend training, or company events and requires attendees to be fully vaccinated.

Additional Information

- This job description is not designed to cover or contain all job duties required of the employee. There may be additional activities, duties and/or responsibilities that are required for this position that are not listed in this job description.
- In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.
- Vynca Inc and Resolution Care PC are both Equal Opportunity/Affirmative Action Employers. We consider applicants without regard to race, color, religion, age, national origin, ancestry, ethnicity, gender, gender identity, gender expression, sexual orientation, marital status, veteran status, disability, genetic information, citizenship status, or membership in any other group protected by federal, state or local law. [EEO is the Law](#).