



## **JOB DESCRIPTION**

**TITLE:** CHP Coordinator  
**DEPARTMENT:** Physician Practices  
**REPORTS TO:** Vice President of Business Development  
**FLSA:** Non-Exempt

### **SUMMARY OF JOB:**

This position supports the Community Health Partnership (CHP) program/employer groups by managing all new patient applications for all Community Hospital owned practices and participating providers, assisting with the CHP Hotline referral process, interfacing and educating CHP members, and completing administrative duties.

### **RESPONSIBILITIES:**

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Provide exemplary customer service to all CHP members and employer groups.
2. Handle all correspondence, documentation, and files in a professional and confidential manner
3. Receive and manage all new patient applications from CHP members. Ensure new patients are assigned to a provider within two weeks of application submission.
  - a. Ensure all relevant demographic information is collected from applicant.
  - b. Verify demographic information with applicant as needed.
  - c. Verify patient insurance information before assigned a provider/appointment is scheduled.
  - d. Follow-up with applicant in a timely and personable manner should information be found to be incorrect/incomplete.
  - e. Elevates issues, as appropriate, to the supervisor.
4. Communicate, in a professional manner, directly with various practice front desk staff/Practice Managers to ensure new CHP members are assigned a provider, and scheduled for their first appointment.

5. Maintain accurate employer 'covered lives' list and disseminate monthly to all Community Hospital owned practices and participating providers, as well as Community Care of the Grand Valley, and the Emergency Department.
6. Assist in the development and implementation of CHP policies and procedures in conjunction with the Practice Managers/VP of Business Development.
7. Report all patient/member complaints to the Practice Manager/VP of Business Development, in a timely manner, and assist with investigating any violations that may have led to the complaint.
8. Assist with answering the CHP Hotline, and handling referrals/requests in a timely manner (returning calls within 24 hours; submitting referrals within one week). Accurately maintain CHP Hotline tracking spreadsheet.
  - a. Ensure all relevant demographic information is collected from caller/member/provider.
  - b. Verify demographic information with caller/member/provider as needed.
  - c. Verify member insurance information referral submitted
  - d. Follow-up with caller/member/provider in a timely and personable manner should information be found to be incorrect/incomplete.
  - e. Elevates issues, as appropriate, to the supervisor.
9. Refer inquiries from carriers and patients regarding insurance claims to the practice billing team, following initial investigation.
10. Market the practices and Community Hospital in developing and retaining patients and referral sources.
11. Participate in monthly staff meetings to facilitate communication, resolve problems and advise staff of updated policies.
12. Maintain CHP referral spreadsheet for monthly reporting.
13. Assist with onboarding new CHP employer groups.
14. Other duties as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

Associate's degree in the health sciences field and at least one (1) year of related experience (or training in a physician practice or hospital setting)

OR

equivalent combination of education and experience.

**LANGUAGE SKILLS:**

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**INTERPERSONAL SKILLS:**

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

**DECISION MAKING ABILITY:**

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

**ANALYTICAL ABILITY:**

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

**COMPUTER SKILLS:**

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

**GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:**

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

**HIPAA:**

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

**Final Section** I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

\_\_\_\_\_  
Employee Name & Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name & Signature

\_\_\_\_\_  
Date