

CAREER OPPORTUNITY

Title: PASSPORT Community Health Navigator

Hours: Full Time, 37.5 hours/week, daytime hours

The individual in this position will provide administrative support and assistance to PASSPORT Care Managers, and keep Care Managers informed of updates/concerns related to the Care Managers' PASSPORT individuals. They will be responsible for contacting providers to obtain information necessary to best serve the individual, as well as ensuring all outstanding paperwork/provider information related to an individual's health status is obtained in a timely manner.

Brief Description:

- Scan documents into the DocRecords system.
- Answer phones in three rings most of the time in a professional and courteous manner with the call transferred to the proper person or voicemail with calls documented in appropriate electronic records as necessary.
- Provide supportive services to PASSPORT staff (i.e. contact primary care physicians/hospitals/providers, contact PASSPORT individuals as needed, complete follow up for care managers).
- Complete Medicaid verifications.
- Document missed visits into PIMS system.
- Assist with on-call as needed.
- Provide timely and appropriate collateral contacts and coordination with other service providers.
- Complete and data enter reports in a clear, concise, accurate, and timely manner.
- Interact with clinical staff, consumers, and network providers by contacting and scheduling transportation for PASSPORT individuals.
- Ensure that individuals receive transportation as needed.
- Follow up with care managers and providers that individuals have received the service they require.
- Assist individuals, providers, and clinical staff in resolving transportation issues.
- Maintain positive working relationships with providers, informal support, providers, community agencies, and medical professionals.
- Provide coverage for other Community Health Navigator(s) if needed.

Minimum Requirements:

- High School Diploma required
- At least 3 years related experience or training or equivalent combination of education and experience
- Ability to use a computer with substantial ease, including Word, Excel, and Outlook
- Knowledge of Medicare and Medicaid preferred
- Good communication skills
- Ability to work with diverse populations
- Willingness to work some flexible hours
- Detail oriented

*Interested candidates should send a resume with salary requirements to:
Human Resources, Catholic Social Services of the Miami Valley
922 W. Riverview Ave., Dayton, OH 45402
or email to jobs@cssmv.org or fax to (937) 222-6750*