

UW HEALTH JOB DESCRIPTION

BadgerCare Plus OUTREACH PROGRAM SPEC

| | | | |
|--|----------------------------|----------------------------------|---------------------|
| Job Code: 02526 | FLSA Status: Exempt | Mgt. Approval: S.Espinosa | Date: 2.2018 |
| Department : Admin-Medical Mgmt/351829000 | | HR Approval: A.King | Date: 2.2018 |

JOB SUMMARY

Under the direction of the BadgerCare Plus Program Supervisor the BadgerCare Plus Outreach Program Specialist is responsible for assisting the BadgerCare Plus Team and Outreach Program Supervisor in coordinating and providing health care services for our Quartz BadgerCare members. He/she also collaborates with multiple entities on an ongoing basis to provide communication and coordination of BadgerCare Plus activities e.g. preventive health care, prenatal care and follow-up management of identified members with health problems and increased health risks.

MAJOR RESPONSIBILITIES

1. Assists the Outreach Program Coordinator in improving access to health care services for BadgerCare Plus members in Dane and Regional counties
2. Provides a strong link with the BadgerCare Plus members and providers at the clinics, targeting HealthCheck/immunizations and Lead initiatives as well as other pay-for-performance health care measures.
3. Performs welcome calls to new BadgerCare Plus members & educates members regarding Quartz health plan benefits and its preventive and disease management health care services.
4. For regional members, establishes office hours at the Regional assigned clinics, as needed.
5. Develops work plan to assure appointments and follow-up are in place for the multidisciplinary clinics in the Dane and Regional area.
6. Does follow-up on referrals from County Public Health Departments and other community service organizations located in the BadgerCare Plus area.
7. Attends and actively participates in the BadgerCare Plus Meetings.
8. Monitors health care services provided to BadgerCare Plus members and relays any potential quality of care issues to the BadgerCare Plus Program Supervisor and BadgerCare Plus
9. Maintains patient confidentiality in reporting and communication regarding BadgerCare Plus members.
10. Promotes educational programs to improve access and health care services for members and assists with educational presentations as needed.
11. Works with interdisciplinary teams in clinics to assure services are provided to our members and assures culturally relevant information is promoted.
12. Works closely with Quartz Health Insurance staff and Health Services Department to facilitate and coordinate quality educational materials to BadgerCare Plus members.
13. Provides follow-up on referrals from local city and county public health departments and community service organizations regarding preventive care of BadgerCare Plus members.
14. Promotes and educates clinic staff, members and the public on the importance of targeted health screening, such as mammography, blood lead testing, diabetes care, etc..
15. Participates in the determination of and promotion of the Performance Improvement Projects (PIPs)
16. Assists Outreach Program Coordinator with health care activities for identified members with high-risk health issues related to pregnancy, prenatal care, HealthCheck, immunizations, Lead and chronic illness.
17. Meets with clinic managers and coordinators and other providers on an annual and as needed basis.
18. Works with providers to improve services and provides suggestions regarding programs.
19. Serves as liaison to Medical Management staff for BadgerCare Plus members & attends Medical Management Staff Meetings.
20. Participates in community HealthCheck fairs and other pertinent community events and meetings.
21. Works as a liaison for BadgerCare Plus members, providers and the community.
22. Performs hospital and/or home visits for high-risk postpartum BadgerCare Plus members; assists members with HealthCheck appointments and post-partum appointments as needed.
23. Evaluates and communicates behavioral health needs with Journey Mental Health Center of Dane County, UW Behavioral Health and/or other behavioral health practitioners.
24. Performs home visits and phone contacts to all high-risk BadgerCare Plus members as needed.
25. Participates in HEDIS chart reviews, as needed.
26. Assists with Health Risk Assessments for Quartz Health Insurance as needed.
27. Other tasks as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE

UW HEALTH JOB DESCRIPTION

STANDARDS.

JOB REQUIREMENTS

| | | |
|---|-----------|---|
| Education | Minimum | <ul style="list-style-type: none"> Bachelor's degree in nursing, social work or other healthcare related field. 4 years or relevant work experience in a health care field may be considered in lieu of a degree in addition to the experience below. |
| | Preferred | |
| Work Experience | Minimum | 3 years of experience in a healthcare setting |
| | Preferred | |
| Licenses & Certifications | Minimum | <ul style="list-style-type: none"> CPR certified Valid driver's license and reliable vehicle |
| | Preferred | |
| Required Skills, Knowledge, and Abilities | | <ul style="list-style-type: none"> Experience working with members of culturally diverse and lower socio-economic backgrounds Professional demeanor Ability to problem solve and use critical judgment Excellent verbal and written communication skills with internal and external customers Excellent computer skills (Word, Excel and other software) Ability to prioritize tasks Ability to travel to various sites for meetings, outreach and other functions within the Unity network area Ability to work with confidential information Working knowledge of community resources. Proficiency in speaking and writing in Spanish, Hmong or other commonly used foreign language strongly preferred Must be flexible with work hours |

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

| | | | |
|--|-----------------------------|--|------------------------------|
| | Infants (Birth – 11 months) | | Adolescent (13 – 19 years) |
| | Toddlers (1 – 3 years) | | Young Adult (20 – 40 years) |
| | Preschool (4 – 5 years) | | Middle Adult (41 – 65 years) |
| | School Age (6 – 12 years) | | Older Adult (Over 65 years) |

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

| Physical Demand Level | | Occasional Up to 33% of the time | Frequent 34%-66% of the time | Constant 67%-100% of the time |
|-----------------------|--|-------------------------------------|---------------------------------|----------------------------------|
| X | Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met. | Up to 10# | Negligible | Negligible |

UW HEALTH JOB DESCRIPTION

| | | | | |
|--|---|------------------|---|---|
| | Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree. | Up to 20# | Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls | Negligible or constant push/pull of items of negligible weight |
| | Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds. | 20-50# | 10-25# | Negligible-10# |
| | Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds. | 50-100# | 25-50# | 10-20# |
| | Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds. | Over 100# | Over 50# | Over 20# |
| List any other physical requirements or bona fide occupational qualifications: | | | | |

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.