

Clinical Coordinator

Description

About us: Parsley Health is a digital health company with a mission to transform the health of everyone, everywhere with the world's best possible medicine. Today, Parsley Health is the nation's largest health care company helping people suffering from chronic conditions find relief with root cause resolution medicine. Our work is inspired by our members' journeys and our actions are focused on impact and results. The opportunity: Clinical Coordinators play a crucial role in establishing and maintaining a robust operational foundation within our organization. By leveraging their expertise in phone skills and customer service, they contribute to the seamless delivery of healthcare services and continuously seek ways to enhance the overall membership and clinical experience. This is a remote FTE, non-exempt position with the ability to work weekends and holidays as required. This role will deliver an exceptional member experience in all member interactions and throughout all care delivery. Utilize strong organizational ability and proactive mindset to assist in sustainable administrative processes and identify areas for improvement in operational workflows. Demonstrate excellent phone skills and customer service abilities while providing effective administrative support to our Providers, Health Coaches, RN Care Managers, and Members. What you'll do: Administration Maintain a full comprehension of Parsley Health clinical operations, tools and workflows to maximize administrative support across the clinical practice) Provide Clinician and Health Coach support with chart prep, scheduling, waitlist management, and transfers of care. Assist daily practice operations such as slack coverage for provider requests, lab triage, EMR system management, referral list management, and faxes. Assist clinical teams with administrative member-requests and overflow tasks as needed, including medical record requests and coordination, insurance invoice requests, and clinical letters of medical necessity. Provide practice-wide messaging and phone coverage, triaging time-sensitive messages, escalating to management on-call, and resolving member inquiries. Maintain accurate documentation and records of all interactions and transactions to support efficient workflow management. Strive to meet and exceed performance metrics in support of seamless member experience including call handling time, member satisfaction scores, and resolution rates. Membership Answer inbound member message inquiries for: scheduling requests, troubleshooting technical issues, triaging unassigned and needs attention messages, handling and/or triaging urgent messages. Handle inbound and outbound calls from customers regarding scheduling inquiries, tech troubleshooting, and general assistance. Listen attentively to customer concerns, empathize with their situation, and provide appropriate solutions and resolutions. Maintain a positive and professional demeanor at all times, reflecting the company's commitment to exceptional customer service. Assist new members with clinical scheduling questionnaires, portal questions, and any other coordination before a member has an assigned clinician. Submit member feedback and specific improvement projects to manager. Organize day-to-day coordination, including waitlist management, scheduling, and transfers of care to new providers Projects Support and maintain resources that assist administrative projects and scale solutions. Assist practice-wide pilots and initiatives as applicable What you'll need: 1+ year in health care, operations, membership experience, or as a medical assistant Bachelor's degree or equivalent preferred Proven experience in a customer service or call center environment. Excellent verbal communication skills, with a clear and pleasant phone voice. Strong listening skills and the ability to empathize with customers' concerns. Exceptional problem-solving abilities, with a focus on finding effective solutions. Experience using an electronic medical record system, working with clinical notes, and reading lab results is a plus, but not required Demonstrable attention to detail

Hiring organization

Parsley Health

Job Location

New York City, New York, United States

Date posted

June 8, 2024

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with a knack for organization and clarity Flexibility; things change often and we need someone who can adapt quickly Ability to work holidays Preferred Qualifications: Bachelor's degree or equivalent preferred Knowledge of product or service offerings and industry-specific terminology. Familiarity with troubleshooting technical issues and providing technical support over the phone. Certification or training in customer service or call center operations. Benefits and Compensation: Equity Stake 401(k) + Employer Matching program Remote-first with the option to work from one of our centers in NYC or LA Complimentary Parsley Health Complete Care membership Subsidized Medical, Dental, and Vision insurance plan options Generous 4+ weeks of paid time off Annual professional development stipend Annual wellness stipend Parsley Health is committed to providing an equitable, fair and transparent compensation program for all employees. The salary for this role is \$49,920 (\$24/hour). We take a geo-neutral approach to compensation within the US, meaning that we pay based on job function and level, not location. Individual compensation decisions are based on a number of factors, including experience level, skillset, and balancing internal equity relative to peers at the company. We expect the majority of the candidates who are offered roles at our company to fall healthily throughout the range based on these factors. We recognize that the person we hire may be less experienced (or more senior) than this job description as posted. If that ends up being the case, the updated salary range will be communicated with candidates during the process. At Parsley Health we believe in celebrating everything that makes us human and are proud to be an equal opportunity workplace. We embrace diversity and are committed to building a team that represents a variety of backgrounds, perspectives, and skills. We believe that the more inclusive we are, the better we can serve our members. Important note: In light of recent increase in hiring scams, if you're selected to move onto the next phase of our hiring process, a member of our Talent Acquisition team will reach out to you directly from an @parsleyhealth.com email address to guide you through our interview process. Please note: We will never communicate with you via Microsoft Teams We will never ask for your bank account information at any point during the recruitment process, nor will we send you a check (electronic or physical) to purchase home office equipment We look forward to connecting! #LI-RemotePlease mention the word ****CONSIDERATE**** and tag RMzQuODYuMTYzLjE1Mg== when applying to show you read the job post completely (#RMzQuODYuMTYzLjE1Mg==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com