

COORDINATOR OF PATIENT/PROVIDER RELATIONS

DISTINGUISHING FEATURES OF THE CLASS: This is a professional, non-clinical position in the home health agency of the county health department which involves responsibility for the agency's relationships with patients and providers. Duties include development and implementation of systems for establishing and maintaining relationships with referral and payor sources, assisting with process of applying for and maintaining managed care contracts, and assisting with negotiation and maintenance of vendor and personal services contracts. Additional duties may include responsibility for specific assigned areas of the agency's quality improvement program. The incumbent serves as the agency's Corporate Compliance Officer with responsibility for developing and implementing a corporate compliance plan in accordance with state and federal regulations, and works closely with the Director of Patient Services in a variety of related functions. Work is performed under general supervision of the Director of Patient Services. Direct supervision is exercised over the agency's home health aide program staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Establishes contact with and builds relationships with other agencies, such as hospitals, nursing homes, rehabilitation centers, private physicians, and physician groups to educate them on the agency's role and to facilitate patient transition to the home health care setting;

Develops informational materials to promote the benefits of specific agency programs;

Develops and participates in strategies to improve public relations and customer service;

Collects and assists in evaluating detailed financial information on the agency's cost structure for inclusion in applications for managed care contracts;

Completes and follows-up on managed care applications;

Assists in the maintenance of managed care contracts;

Researches vendor sources and assists in negotiating contracts with agencies providing supplementary home care staffing;

Assists with the completion of annual personal services contracts with individual workers, such as social workers and physical, occupational and speech therapists;

Reviews patient records to ensure that home health aide and medical social work performance and documentation are in compliance with regulations;

Assists with review of patient records relative to specific areas of quality improvement;

Contacts patients to obtain information relative to patient satisfaction;

Reviews consumer feedback for follow-up regarding problems/complaints;

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Evaluates and resolves problems identified by quality improvement review;
Collects and analyzes data and prepares quarterly and annual reports for assigned programs;
Conducts on-site visits to vendor agencies to ascertain compliance with regulations;
Assists in developing, implementing, and evaluating the goals of the compliance program;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL

CHARACTERISTICS: Thorough knowledge of the regulatory environment in which a Certified Home Health Agency functions; thorough knowledge of the regulations and procedures which apply to managed care providers; good knowledge of medicare regulations and procedures as they relate to providing home health care; good understanding of the concepts of third party reimbursement; good understanding of the process of quality improvement review; working knowledge of public relations principles and techniques; working knowledge of the agency's financial structure; ability to compile and evaluate information from a variety of sources for purposes of proving compliance with regulations; ability to communicate effectively, both orally and in writing and the ability to develop effective working relationships and deal diplomatically with the public and with private and governmental agencies; ability to supervise the work of others; integrity, good judgment and initiative; patience and tact.

MINIMUM QUALIFICATIONS: Either

- a) Master's degree in health services administration; or
- b) Master's degree in business administration, public health, nursing, or public administration and one (1) year of staff administrative experience in a home health agency or managed care organization; or
- c) Bachelor's degree in health services administration and (2) years of staff administrative experience in a home health agency or managed care organization;
- d) Bachelor's degree in business administration, public health, nursing or public administration and three (3) years of staff administrative experience in a home health agency or managed care organization; or
- e) An equivalent combination of training and experience as indicated in a), b), c) and d) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.