

## Non-Union Exempt Position Summary

		<b>JOB CODE:</b>	<u>Salary Grade 2</u>
<b>POSITION TITLE:</b>	<u>Health Advocate/Coordinator</u>	<b>DATE:</b>	<u>November 2018</u>
<b>DIVISIONS:</b>	<u>Operations</u>		
<b>REPORTS DIRECTLY TO:</b>	<u>Director of Clinical Operations</u>		

### **POSITION PURPOSE:**

The Health Advocate will work with Fulcrum's chiropractic and acupuncture network providers (integrated care providers) and their patients in promoting wellness and helping individuals manage their own health in partnership with their provider. As an advocate, the individual will be responsible for supporting coordination of services among the integrated care provider, the primary care provider, and/or other resources available to the patient. As an advocate, upon provider referral, the individual will be responsible for developing a relationship with our provider's patients and assisting the patient through the process of actively working towards better health by providing support, encouragement, and education.

The Health Advocate will support day to day operations of the Utilization Management Program for Fulcrum's chiropractic and acupuncture network.

### **ACCOUNTABILITIES:**

- Ensures compliance to organizational and departmental policies and procedures.
- Ensures Health Advocate program development, implementation and evaluation.
- Follow and support collaborative care plan developed by primary and integrated care providers for the patient's unique needs.
- Responsible for contacting referred patients who are eligible for the program and provide necessary health coaching to support care plan objectives and the patients' health care goals.
- Encourages patient adoption of habits that are conducive to a higher quality of life.
- Facilitate transparency and open communication between patient and providers to promote continuity of care which may result in improved outcomes, patient and provider satisfaction.
- Manage a roster of health advocate patients and utilization review cases.
- Conduct utilization review processing within regulatory requirements and turnaround times.
- Participate in development of procedures that drive operational workflows and systematic tracking.

### **REQUIRED QUALIFICATIONS:** *(Minimum qualifications needed for this position)*

- Bachelor's degree in health promotion, health education, nursing, athletic training, nutrition, counseling or other health related field.

- Two years' experience in health advocacy or coaching
- Skilled at establishing and maintaining effective interpersonal relationships with all level of leaders, physicians and other providers, employees and members/customers
- Knowledge of specific disease and lifestyle related topics such as smoking cessation, weight management, nutrition, musculoskeletal care, stress reduction and chronic conditions. certification from an accredited professional health coach training program preferred.
- Experience in working in a matrix organization with shared service models

**PREFERRED QUALIFICATIONS:**

- Certification from an accredited professional health coach or navigation training program
- Experience in utilization review processes
- Two (2) years' experience within a health plan strongly preferred.

**DIRECT/INDIRECT REPORTS:**

Number of direct reports and titles: 0

Number of indirect reports: 0