

OFFICE ASSISTANT IV (ACCESSCARE HEALTH CHECK COORDINATOR) HEALTH DEPARTMENT

GENERAL STATEMENT OF DUTIES

The primary purpose of the Health Check Program is to increase community and family awareness of the benefits of The Health Check Program and Carolina Access/Community Care of North Carolina. The Health Check Coordinator (HCC) is a liaison between the client and his or her family, Primary Care Provider, specialty provider(s), professional organizations and agencies providing primary and preventive care services.

The HCC implements a regionally based outreach plan aimed at increasing enrollment in the Health Check Program. The position provides Health Check Service information to families with Medicaid eligible children. The position is also used to improve the system for coordination of Medicaid services to reduce morbidity and mortality of children by assuring those eligible children receive appropriate well child exams and recommended follow-up care from their Primary Care Provider/Medical Home.

- Implement and maintain a system to identify and follow Medicaid eligible children
- Work with health care providers to ensure that all Medicaid eligible children have access to health care
- Coordinate the activities of Health Check and serve as link with existing child health programs, local physicians, and Medicaid agencies, and professional organizations
- Conduct activities of Health Check based on the goals and objectives defined in the Annual Plan

Public Health is a first responder agency for natural disasters (e.g. hurricanes, tornadoes, floods, winter storms), naturally occurring infectious disease outbreaks (e.g. influenza, SARS), technological hazards (hazardous materials releases, critical infrastructure disruptions), and terrorist incidents. This position, like all other positions within the Department may be required to participate in any emergency response activities as deemed necessary by the Health Director or his/her designee. Availability during emergencies and exercises is required.

EXAMPLES OF DUTIES PERFORMED

- Provide assistance to Medicaid eligible children and families
- Use NCTRACKS or Provider Portal reports to follow Medicaid eligible children to encourage their participation in preventive health screenings
- Make phone calls and send letters as appropriate to assist with appointment making, follow-up on missed referrals, and follow-up on missed appointments for preventive health screening. Document all contacts and attempted contacts in CMIS (Case Management Information System)
- Serve as an advocate for families of Medicaid eligible children to identify needed services. Offer one on one education: responsible uses of the health care system, recommended periodicity schedule of age appropriate checkups, Carolina Access guidelines. Assist families, as necessary, with coordinating transportation. Assess family need to support services and make referrals as appropriate.

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- Coordinate efforts with Care Coordination for Children (CC4C) and Pregnancy Medical Home (PMH) providing services to children and families. Establish a referral system between programs.
- Provide Community and Consumer Outreach:
 - Distribute outreach material to increase public awareness of Health Check
 - Increase community awareness of Health Check by organizing informational brochures, envelope stuffer and posters (provided by Healthy Start Foundation)
 - Identify and network with community groups. Plan and provide education programs for agencies and community organizations to increase Health Check awareness and participation.
 - Establish a presence in the community and establish relationship with other agencies to provide services for children. Exhibit at health fairs; provide presentations at meetings, community agencies and organizations
 - Maintain an updated resource directory of agencies serving Health Check families and children
- Adhere to guidelines set by HC Supervisor/Community Care of North Carolina Local network for monthly follow-up and documentation requirements

Submit to HC Supervisor the HCC's Health Check Case Management Activity Report by the 10th of each month documenting HCC contacts during the previous month. Complete "My Tasks" in CMIS and submit with monthly Activity Report.

Recruitment Standards

Completion of high school and 2 years experience with increasing responsibility in management support or community based experience.

CERTIFICATION OF ACCURACY AND COMPLETENESS

SUPERVISOR'S CERTIFICATION:

I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified its accuracy and completeness with the employee.

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Print Name	Signature	Title	Date
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EMPLOYEE'S CERTIFICATION:

I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Print Name	Signature	Title	Date
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DIRECTOR'S CERTIFICATION:

I certify that this is an authorized, official position description of the subject position.

Print Name	Signature	Title	Date
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