



Physician Coverage Services, P.C.
2700 Robert T Longway Blvd
Suite B
Flint, MI 48503

Care Manager Job Description

The care manager proactively identifies high risk patients (defined by high frequency of visits, hospitalization, emergency department, treatments, multiple co-morbid conditions, non-compliance with treatment and children with special needs) and collaborates with the care team and the patient/family to develop and update an individual care plan, manage medications, and support patients, families and caregivers with self-management and shared decision-making tools beyond the counseling and guidance that are typically provided during an office visit.

The care manager possess the following characteristics:

- Pleasant and positive personality
- Ability to multitask
- Exhibits professionalism
- Tolerates stress and is comfortable with ambiguity
- Practice HIPAA best practices, and adherence to policies and procedures
- Attention to detail
- Problem solving skills and ability to re-prioritize on-the-fly
- Works collaboratively with all health care professionals and administrative staff
- Willing to coach peers and colleagues on best practices
- Passionate about being a part of a care management team
- Is curious, confident, communicative, and compassionate

The care manager will possess at a minimum the following qualifications:

- Registered nurse, licensed social worker, or licensed nurse practitioner
- Extensive experience in both health care delivery and administration
- Strong computer skills, including Word, Excel, and PowerPoint
- Capable of navigating EMR, specific experience with Epic preferred
- Professional, patient-focused, timely, reliable, and capable of working within a team

Assessing Performance

The five primary areas for performance evaluation will include:

- Enhancing patients' wellness as measured by quality care scores/measures
- Ability to complete keep pace in a busy practice with a large presence in the community

- Ability to develop strong relationships with providers, including across locations
- Strength of utilization of EMR (Epic)
- Positively influences the MHS culture and embodies The MHS Experience

Additional Questions to Evaluate Success

- Are patients needs being met in a ethical and professional manner?
- Are people inspired/motivated by your work/work ethic?
- Are your peers and colleagues confident in your knowledge, skills, and abilities?
- Are you willing to learn and ask for help?
- How are you doing? Do you feel productive? Do you feel like you are being challenged?
- Are patients happy, coming back, and referring family/friends to the practice?

Key Responsibilities

- Coaches patients and families, and provides primary health care to patient in collaboration with and under supervision of a physician.
- Counsels patient and families on the physical and psychological aspects of health.
- Electronically documents assessment data concisely, accurately, completely, and in a timely manner.
- Evaluates findings and assists patients/families in developing a health care plan with appropriate goals; collaborates with other health care team members as needed.
- Identifies resources in the community for patients/ families, and makes referrals and provides follow-up as appropriate.
- Enhances the practice's success in meeting its quality health care outcome goals.
- Assists in the development of new policies and procedures, and implements existing policies and procedures.
- Provides care and counseling in collaboration with the care manager, provides in-person assessment and phone encounters with chronically ill patients and their family members, as the leader of the care management team.
- Attends internal and external educational programs, and reads appropriate professional journals to maintain and enhance skills.
- Assists physician with program/department activities and assignments as needed.

This description does not reflect all possible duties, tasks, and expectations. Michigan Health Specialists reserves the right to modify this job description at any time.