



MONUMENT
HEALTH

JOB DESCRIPTION

JOB TITLE	Population Health Coordinator - Spanish Bilingual
Effective Date	June 3, 2024
Location	Grand Junction, CO

General Information

Status: FT, PT, or PRN	Full Time
Approximate hours per week	40
Salary Range	\$35,000 - \$55,000
Position Reports to	Clinical Operations Manager
Exempt / Non-Exempt	Exempt
<p>Equal Pay Act Status: This salary range is based on singularly or in combination of the following categories:</p> <ul style="list-style-type: none"> • Seniority • Merit • Quantity/Quality • Geographic • Education, Training, or Experience (work related) • Travel Requirements 	

Position Purpose (Summary)

The Population Health Coordinator is a customer-service champion of Monument Health, providing best-in-class member support, swiftly handling incoming inquiries from members and employers, and proactively finding solutions for our members and other stakeholders. In this entry level role, the Coordinator will develop relationships with employer and provider partners to assist members with accessing healthcare, answering questions related to health insurance bills, among other needs. The Coordinator will be fluent in Spanish and serve as the main point of contact for members who primarily speak Spanish.

The Coordinator may spend a large portion of most workdays on telephonic interactions. The Coordinator may work remote but must live in Colorado, Oregon, Ohio, or Nevada. The Coordinator will at times collaborate with benefits managers, care coordinators, social workers and/or discharge planners. If local to Grand Junction, the Coordinator will also support member-facing, off-site events as needed. The Coordinator will be responsible for a variety of administrative tasks including maintaining working office conditions, meeting preparation, event planning and preparation. They will support the Monument Health vision and mission and will operate according to Monument Health core values. The Coordinator role will be required to operate according to Monument Health core values and help advance the mission and vision of Monument Health.

Essential Job Functions

- Compile information from medical records, internal reports, and other resources while maintaining confidentiality according to established privacy standards
- Make and receive telephone calls to/from members after emergency room visits, hospitalizations or other triggering events and address their health or insurance-related questions, make follow up appointments, connect them to community resources, and inspire them toward health and wellness
- Address incoming member calls and inquiries and ensure questions are followed up to completion
- Develop relationships with employer and TPA representatives, and work collaboratively in-person and by phone with these peer-resources to optimize members' care and their experience
- Be able to learn the basics of self-insured health insurance plans and effectively communicate the details to members when needed
- Accurately document and track work on trackers and other internal tools

- Prepare for and support offsite wellness, enrollment, and community-related events with enthusiasm and energy which may occur outside of usual working hours
- Complete various administrative tasks such as calendaring key calls and appointments for the broader team, handling and planning meals for physician meetings and other events, maintaining office supplies and office equipment, and completing other administrative duties as assigned in a high-quality and efficient manner
- Other job related duties as assigned

Knowledge, Skills, Abilities, and Other Characteristics

- Must have a minimum of two (2) years' experience in customer service (telephonically or in-person) in any field that you believe can be translated to this role
- Bilingual in Spanish is highly preferred
- 1+ year of experience in Google G-suite and/or Microsoft Office Suite
- Reliable transportation and valid and current drivers license and auto insurance
- Healthcare experience in care coordination or discharge planning preferred
- Strong communication skills, especially verbally (i.e., by phone) preferred
- Passion for advocacy and ability to motivate others preferred
- Clear-thinker, problem solver, ability to "get things done" preferred
- Ability to develop and manage relationships preferred
- Ability to manage multiple tasks at one time and move quickly from one project to another preferred
- Brings a high degree of professionalism preferred
- Able to accept feedback in the spirit of growth and continuous improvement preferred
- Must adopt and live the Monument Health core values

Education and Certifications Requirements

Baccalaureate degree preferred.

Monument Health Overview

Monument Health, LLC is a joint venture capitalized in 2015 and owned by St. Mary's Regional Hospital (and Intermountain Healthcare) and Primary Care Partners. Monument Health facilitates the largest and most comprehensive clinically integrated network (CIN) on Colorado's Western Slope and delivers high-impact population health services. The high performing integrated network and population health services allow for better, more coordinated care and cost containment.

Monument Health currently manages a network of 75,000 members across the Western Slope, which encompasses Commercial, Medicaid, CHP+, Medicare, Medicare Advantage, and Dual Special Needs (D-SNP) insurance plans with multiple payors. Self-funded employer groups may also utilize the Monument Health network and population health services on their TPA platforms. In addition, Monument Health offers contracting, data/analytics, population health and employee-based wellness programs and services.

This role is eligible for remote but the employee must be located in Colorado, Oregon, Ohio, or Nevada. Flexible work schedule may be considered. Monument Health is an Equal Opportunity Employer – Minority / Women / Disability / Veteran / Gender Identity / Sexual Orientation. Monument Health is a strictly tobacco-free environment. Full benefits package including medical, dental, and vision insurance, retirement match, and unlimited PTO. Details available upon request.

If interested in the position, please submit your resume and cover letter to Marguerite Tuthill, COO, via Support@monumenthealth.net.

Physical Aspects of the Job

Physical Activities

	Amount of Time			
	-1/3	1/3	2/3	2/3+
Stand				
Walk	X			
Push	X			
Pull	X			
Carry objects	X			
Crawl	X			
Squat	X			
Sit				X
Use fine motor skills	X			
Repetitive motion (wrist)	X			
Reach with hands and arms	X			
Climb or balance	X			
Stoop, kneel, crouch	X			
Talk or hear				X
Taste or smell	X			
Using Telephone/Headset/Ear Buds				X
Using Computer, mouse, keyboard				X
Critical Thinking Skills				X

Lifting Requirements

	Amount of Time			
	-1/3	1/3	2/3	2/3+
Up to 10 lbs.	X			
Up to 25 lbs.	X			
Up to 50 lbs.	X			
Up to 100 lbs.	X			
More than 100 lbs.	X			
Repetitive lifting	X			
Pushing, Pulling or Carrying	X			

Work Environment

The work environment is in an office environment.

	Amount of Time			
	-1/3	1/3	2/3	2/3+
Wet or humid conditions (non-weather)	X			

Work near moving mechanical parts
 Work in high, precarious places
 Fumes or airborne particles
 Toxic or caustic chemicals
 Outdoor weather conditions
 Risk of electrical shock
 Exposure to radiation
 Vibration
 Work in confined spaces
 Exposure to blood borne pathogens

X			
X			
X			
X			
X			
X			
X			
X			
X			
X			

Vision Requirements

No special vision requirements.

Noise Level

Moderate noise (examples: business office with computers and printers, light traffic).

OSHA Category Classification

Category	Category III
Description	The normal work routine of this position does not involve exposure to blood, body fluids, or tissues. The person holding this position will not be called upon to perform or assist in emergency medical care or first aid or to be potentially exposed in some way. Category III does include handling of implements, utensils, equipment; using public restrooms and public telephones; and personal contacts such as handshaking.