

## Job Description

<b>Job title:</b>	<b>Panel Management Specialist</b>
<b>Reports to:</b>	<b>Manager</b>
<b>Department:</b>	<b>Practice Transformation</b>
<b>Salary:</b>	
<b>Hours:</b>	<b>Full-time, Exempt</b>
<b>Performance Review Period:</b>	<b>Calendar Year</b>
<b>Revision Date:</b>	<b>December 12, 2018</b>

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### Purpose of the Position

As an extension of the patient-centered medical home, identifies patients in need of preventive and chronic disease management services, performs outreach through multiple methods and tracks improvements in population metrics. The incumbent has matrix accountability for improving quality scores to practices, the Medical Director and the Practice Transformation department.

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### Responsibilities & Duties

- Recommends, documents and executes standard protocols for closing gaps in preventive and chronic disease management services on behalf of practices
- Accesses practice medical record, health plan and physician organization registries for the sole purpose of identifying patient level gaps in care
- Accesses practice schedule to identify upcoming appointments for patients with gaps in care
- Prepares and mails outreach letters or portal messages to patients on behalf of practice
- Conducts telephone outreach to patients to facilitate gap closure
- Documents outreach and gap closure in medical record and/or registries
- Prepares reports to track patient interventions by practice in order to demonstrate value of panel management and outreach activities

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### Qualifications

- Experience with ambulatory primary care practice
- Excellent customer relation skills and ability to communicate professionally and effectively with practice staff and patients.
- Working knowledge of HEDIS quality metric specifications
- Familiarity with use of Wellcentive, Health e-Blue and most common EMRs
- Knowledge of CPT, ICD, and HCPCS coding
- Valid driver's license and reliable transportation
- Medical assistant certification or associates degree in health care related field
- Thorough understanding of HIPAA regulations and compliance with practice and organizational policies surrounding access and handling personal health information

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### Performance Skills

- Ability to understand and integrate self with the structure and processes of numerous and varied practice environments
- Demonstrates consistent customer service
- Ability to identify priorities and stay on schedule

- Attention to detail in the maintenance of data bases containing personal health information

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## Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.