



Telehealth Care Coordinator

About the Role

The Telehealth Care Coordinator at Well will assist patients with digital care navigation and engagement success including onboarding onto the patient portal, completion of all intake paperwork, coordination of scheduling and payment, and assisting clinicians with collecting patient responses to behavioral health measures. The Telehealth Care Coordinator will be the first point of contact for patients seeking care from Well. The role requires excellent customer service skills, keen attention to detail, and precision in communication.

The Telehealth Care Coordinator will report directly to our providers and serve as a liaison between departments when needed. The position is a part-time position with up to 20 hours per week. Starting hourly wage commensurate with background and experience.

Responsibilities

The Telehealth Care Coordinator is responsible for coordinating high quality clinical services and enhancing patient engagement via telehealth using our patient portal Kareo and will serve the following key functions:

- Uses video-conferencing technologies, telehealth technology and scheduling software to coordinate and connect staff, resources, patients and providers in the manner effective to delivery of services, patient care, education and training;
- Follows up with patients in between visits to collect surveys, schedule/reschedule appointments, and communicate with insurance companies regarding eligibility and benefits;
- Check clinic email and voicemail daily and responds promptly (within 1 business day) to inquiries from patients;
- Coordinate patient intake process end-to-end, including approving patient appointment requests and merging intake paperwork with electronic health record, confirming patient eligibility with insurance companies prior to patient appointments, collecting appropriate copays after patient appointments, and organizing communications with patient community

QUALIFICATIONS



Experience Requirements

- 1-3 years of experience in behavioral health or equivalent education
- Bachelor's Degree preferred in health care-related field
- Experience in direct patient care as a patient care coordinator a plus!
- Interested in developing behavioral health-specific care navigation skills and participating in the development of new accessible telehealth models
- Experience working with diverse teams and communicating clinical information
- Patience and leadership skills when working with patients and providers
- Must be tech-savvy, resourceful with a smartphone or tablet, and have experience working with electronic health records
- Excellent interpersonal, verbal & written communication skills
- Strong administrative & organizational skills
- Expertise in Google Suite and MS Office
- Background check required

APPLICATIONS

If interested please submit your resume to careers@wellonline.com with the subject Telehealth Care Coordinator.

To learn more about the position, please send any other inquiries to the Well team at careers@wellonline.com.

Well demonstrates awareness, inclusivity, sensitivity, humility, and experience in working with individuals from diverse ethnic backgrounds, disabilities, socioeconomic statuses, sexual orientations, gender identities, and other various aspects of culture.