



Position/Job Title: Health Coach
Reports to: Associate Manager, Population Health Services
Approved/Revised Date: October 31, 2017
Job Code: 300
Pay Class: Non-Licensed Professional

Summary:

Reporting to the Associate Manager, Population Health, the Health Coach assists program participants in finding new ways to inspire improved health habits. The position works closely with IHP customers and their employees in promoting wellness and helping individuals realize their personal best. The Health Coach is responsible for developing a health coaching relationship with participants and assisting them through the process of actively working towards better health by providing support, encouragement, and education. The Health Coach works in a team-based environment partnering with nurses to provide support for clinical issues. This position is responsible for receiving, distributing, and loading referrals for delegated services. In addition, the Health Coach develops and maintains collaborative relationships with health plans, providers, provider and facility staff, and IHP staff to ensure timely communication.

Essential Functions:

Condition Management:

1. Provides outreach to participants that are eligible for the condition management program, enrolling them in the program, and providing necessary health coaching to reduce or eliminate high-risk behaviors.
2. Fosters trust with participants to facilitate behavior change.
3. Encourages adoption of habits that are conducive to a higher quality of life.
4. Supports operational aspects of the program to meet IHP's customer requirements and satisfaction.
5. Develops and distributes health education materials to identified employees and family members.
6. Through collaboration with participants, develops customized care plans for program participants including self-management goals and plans of action.
7. Coordinates care with other health-related vendors and community agencies for optimal participant care.
8. Targets enrollees in customer specific condition management programs for outreach.
9. Conducts outreach through face to face follow-up, by telephone, secure e-mail, or mail with goal of engaging enrollee in program(s) in accordance with condition management policies and procedures.
10. Develops and implements plans to increase participant motivation and engagement and self-efficacy in all aspects of condition management.
11. Conducts condition management education regarding self-management behaviors to improve or stabilize the condition.

12. Refers to IHP Population Health Nurse, customer-sponsored or community support programs as appropriate for individuals with target chronic conditions or within identified sub-populations.
13. With participant, establishes self-management goal(s) using self-management support concepts and motivational interviewing techniques.
14. Documents all condition management activities appropriately, promoting accurate and timely reporting to customer, as applicable.

Delegated Services

1. Receives, sorts, prioritizes, and processes non-clinical review referrals from requesting providers including determination of member eligibility and primary care physician. Requests additional documentation as necessary. Works collaboratively with physician office staff and utilization management staff for the completion of plan approvals.
2. Maintains working knowledge of health plan and governing body requirements related to referrals, including but not limited to IHP and NCQA.
3. Assists in preparation related to NCQA and health plan utilization management oversight audits and data submission.
4. Triage and responds to incoming referral and plan approval calls and routes to appropriate staff member as necessary.
5. Assists in the development and maintenance of policies and procedures related to referrals.
6. Responsible for completing, tracking, documenting, reviewing, and reporting patient satisfaction survey results.
7. Acts as physician and office staff liaison for referral and other utilization management functions. Educates office staff on referral requirements.

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Assesses participant clinical and non-clinical needs and refers to Population Health Nurse for clinical issues.
2. Revises the care plan of a participant based on information obtained during conversations with the participant.
3. Encourages participant to consent to sharing of information between condition management program staff and their primary care physician where access to participant is related to employer benefits.
4. Faxes authorization numbers to requesting and servicing providers.
5. Contributes to the provider monthly update.
6. Identifies opportunities for continuous improvement, develops related plans of action, implements processes, and documents improvements.
7. Participates fully as a member of the Population Health Team, including participating in the Mastermind process and building a strong team for delivering IHP's mission.
8. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program & Code of Conduct, ERISA, HIPAA privacy, transaction and code set requirements, as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.
9. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of our mission, values, and customer service standards.
10. Performs related duties as assigned.

Education (Minimum Requirements):

Associate's Degree in health related field or equivalent experience desired.

Specific Knowledge, Skills, Licenses, Certifications, etc.:

Experience:

- Minimum of 3-5 years of experience in a health care setting, quality improvement, and/or data management desired.
- Experience in ambulatory care, home health, physician practice, or other community setting preferred.
- Medical terminology, medical coding, and health plan experience beneficial.
- Proficient in use of Microsoft Office suite including Word and Excel at a minimum, Access is preferred.

Skills:

Ability to communicate orally and in writing clearly and assertively
Ability to analyze, plan, think critically and problem-solve effectively
Ability to organize, prioritize, and be flexible
Ability to work within a variety of teams
Strong attention to detail
Demonstrate and maintain high level of accuracy
Proven customer relations skills
Computer and keyboarding skills
Clerical skills
Grammar and spelling skills
Basic math skills
Time management skills

Licensure: N/A

Comments: Travel may be required in this position, majority of which is local. One weekday evening per week will be required, with the possibility of one weekend day per month required in order to accommodate commitments to customer program agreements.

Commitment to continuing professional development. Experience working with diverse populations.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.