



Position Description

Department:	Operations
Position Title:	Coordinator, DME
Reports To:	Vice President, Operations

Position Overview:

The DMEPOS Coordinator supports the DMEPOS Specialist in the process of getting authorized durable medical equipment, prosthetics, orthotics and supplies to PHP's participants in the FIDA-IDD and DISCO programs. The DMEPOS Coordinator supports the DMEPOS Specialist with liaising between the Interdisciplinary Team's (IDT) authorizing decisions and respective DME vendors. The DMEPOS Coordinator will also support the DME Specialist to ensure that all the necessary exchanges of information related to the authorization of durable medical equipment, prosthetics, orthotics, medical supplies and any authorized assistive technologies or supports are executed in an efficient and effective manner. This includes and is not limited to either procuring, or assisting DME vendors to procure, the script for the authorized service, ordering the authorized service, and ensuring delivery of the authorized service.

The DMEPOS Coordinator relies on the guidance of the DMEPOS Specialist, Vice President of Operations, Chief Medical Officer and Chief of Care Coordination as well as the regulations and requirements of PHP's programs by the New York State Department of Health, the Centers for Medicare and Medicaid Services and the Office for People with Developmental Disabilities.

Duties and Responsibilities:

- Assist in the implementation of the DMEPOS authorizations in the Person-Centered Life Plans by working with respective DME vendors and/or the IDT team to procure the scripts related to such authorizations;
- Works closely with the Participant's Care Manager and/or other members of the Participant's IDT to fully understand the item or service that is authorized;
- Ensures the scripts for the authorizations in the PCLPs are received in a timely manner and quickly loaded in Integra's ordering system;
- Monitors daily the ordering, status and deliveries of items;
- Follows-up on items to ensure their timely and accurate delivery and/or work through issues/roadblocks/delays in the delivery of an item;
- Investigates and resolves issues quickly before they become formal complaints;

- Adheres to PHP's policies and procedures related to their managed care programs. and
- All other duties as assigned.

Requirements for All Positions:

- All employees shall meet PHP's Compliance and Privacy Regulations, and attend at a minimum of one (1) hour of Compliance and Privacy educational training annually;
- All employees shall master PHP's Model of Care and complete all training requirements within the first thirty (30) days of employment and annually thereafter, or as required by state and federal regulations;
- All employees are required to maintain confidentiality, protect privacy, comply with Protected Health Information regulations, and report violations, and
- Perform functions as they relate to "Improving Health Care Quality" as defined in the National Association of Insurance Commissioners Supplemental Health Care Exhibit that:
 1. Improve health outcomes;
 2. Prevent hospital readmission;
 3. Improve patient safety and reduce medical errors, and
 4. Provide wellness and health promotion activities.

Qualifications and Requirements:

- Bachelor's Degree required;
- A minimum of one (1) year experience in a health care organization and/or relevant experience in areas of care coordination, managed care operations, or patient care required;
- Familiarity and understanding of healthcare laws, regulations and standards applicable to a managed care organization required;
- Excellent organizational skills and attention to detail required;
- Compassionate and caring communication skills with participants and their families required;
- Effective verbal, written and interpersonal communication skills required;
- Strong documentation, analytical and problem-solving skills required, and
- Excellent computer skills with knowledge of Microsoft Word and Excel required. PowerPoint preferred.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel utilize objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl.

The employee must occasionally lift and/or move up to 25 pounds, and infrequently up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

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