



DIVISION SCOPE OF SERVICE

Division: SOUTH ATLANTIC
Classification: PATIENT CARE SERVICES MANAGER
Applicant Name:

<p>Patient Care Services Manager: The Patient Care Services Manager must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p>Definition of Care or Service: Patient Care Services Manager gathers assessment information, plans, facilitates and advocates for options and services to meet an individual’s medical needs so that care is given to positively affect the patient’s experience. Scope of Service may include:</p> <ul style="list-style-type: none"> • Serves as Patient Advocate in the hospital setting with the primary focus of reducing LOS, reducing readmissions and improving the patient’s discharge experience. • Maintains and secures patient data per HCA and HIPAA requirements • Communicates insurance plans with case management team to patients or care giver for follow up rehab services, long term care, and discharge to both other facilities and home. • Writes daily/ weekly reports on patient status to Medicaid and Medicare vendors in the facility as well as the financial counselors and his or her managers. • Weekly reporting to Director of Case management and the CFO in regard to patient funding status. • Communicates weekly or monthly with AVP and SVP’s involved with patient statistics. • Demonstrates clinical and service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.
<p>Setting(s):</p> <ul style="list-style-type: none"> • Healthcare facilities including but not limited to hospitals • Patient care areas, all settings
<p>Supervision:</p> <ul style="list-style-type: none"> • Direct supervision by Administration. Mainly CFO or VP of Human Resources. <ul style="list-style-type: none"> ○ Indirect supervision by the hospital department director who is responsible for case management/care coordination
<p>Evaluator: Director of case management, HR Business partner or other hospital employee as delegated from Administration. In accordance with OSHA and Joint Commission rules. Vendors cannot report to another Vendor.</p>
<p>Tier Level: 2</p>
<p>eSAF Access Required: YES</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> • High School Diploma/GED • Health Agent License (see state requirements) <p>NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the</p>



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highest level of education completed (not training or courses) confirmed on your background check.

State Requirements:

- Florida requires Health Agent License 2-40. License does not expire.
- Georgia does not require any license
- South Carolina does not require any license

Experience:

- Account management, medical or insurance experience

Competencies:

Patient Care Services Manager will demonstrate:

- Accurate patient information review and evaluation
 - Uses at least two ways to identify patients before meeting with the patient and family unit
 - Accesses the patient financial and registration information appropriately via Meditech/Artiva
 - Maintains confidentiality and privacy in accordance with HIPAA regulations
- Appropriate case management activities
 - Meets with uninsured and underinsured patients and patient’s family both over the phone and in person
 - Works with medical staff and social workers to identify the correct future health needs for each patient
 - Work with Director of Case Management and CFO to help patients and patient’s family apply and enrolled in various programs as deemed appropriate.
 - Build and cultivate relationships with patient access team and medical discharge team.
 - Work with other vendors that assist with Share of Cost, Medicaid and Medicare applications and services. Participate in both cross functional team patient visits and cross functional team meetings for uninsured patients in regard to finance (Self Pay, Charity, Underinsured).
 - Participate in complex team meetings with medical staff, administration, case management and other departments for long term care patients. Weekly rounds with same team as well.
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE) when required
 - Required immunizations per Division requirements
 - Complies with Isolation precautions
 - Maintains sterile field

References:

Florida Div of Insurance Agent and Agency Services:

<https://www.myfloridacfo.com/division/agents/licensure/general/>

Document Control:

- Cosmetic updates 12/24/2019
- Content updates 6/12/2020



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Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____