

Care Navigation Nurse (LPN or RN)

Liberty HealthShare is seeking a full-time Care Navigation Nurse. (Must be a Licensed RN or LPN). The Care Navigation Nurse is responsible for receiving and evaluating a member's request for a medical service(s) and determines eligibility for sharing, assess, and advocate for options and services to promote a better health outcome, quality, and cost-effective results based on the current publication of Liberty HealthShare Member Guidelines.

This is an in-house position in a corporate call center environment.

Monday through Friday, 8:30am – 5:00pm.

LPN wage range: \$26 – 28/hour

RN wage range: \$31 – 33/hour

Primary Duties and Responsibilities (Essential Functions):**

- Application of Liberty HealthShare Member Guidelines when completing a clinical review and eligibility determination of the request for a medical procedure.
- Communicate and collaborate with members, families, and providers to facilitate healthcare services related to inbound Prenotifications and eligibility.
- Demonstrate empathy and support to members or families to reduce the possibility of healthcare disparities or barriers to care.
- Perform duties independently and as a team, demonstrating an advanced understanding of signs and symptoms related to eligibility while meeting department goals, Prenotification turnaround, and Care Navigation principles.
- Provide members, families, and providers education to ensure appropriate utilization of services as related to Liberty HealthShare Member Guidelines.
- Professionalism with phone skills to include active listening, de-escalating situations, and conflict resolution.
- Proficient understanding and application of what constitutes a Pre-Existing condition per Liberty HealthShare Member Guidelines (i.e., the onset date of signs and symptoms vs the member's effective date, as it relates to the member's requested medical procedure).
- Demonstrate a clear understanding of the Liberty HealthShare Sharing Programs, Liberty HealthShare Member Guidelines, annual updates, additions, and clarifications while correctly implementing changes.
- Utilizes all resources necessary to evaluate the eligibility of a request (i.e., CMS guidelines, FDA regulations, licensure of provider).
- Maintain a positive attitude and upbeat spirit with demonstrated kindness and consideration to all employees, members, and providers.
- Documentation of all communication related to a membership, within SD3.
- Protect the confidentiality of member information by adhering to company policies and procedures regarding confidentiality, and HIPPA compliance.
- Adherence to all current and up-to-date documentation templates, current departmental training, and workflow related to Care Navigation.
- Demonstrates retention of department training and materials consistently and accepts coaching from the Manager when needed.

- Adheres to LPN or RN scope of practice, set by The Ohio Board of Nursing; maintains active licensure.
- Adheres to LPN or RN Care Navigation job function, set by the business needs of Liberty HealthShare.
- Collaborates with peers to review cases and works autonomously with others.
- Proficient understanding of how to guide members through the healthcare system
- Demonstrate a clear understanding of fair and reasonable pricing
- Perform other duties as assigned by the needs of the department.

Required Qualifications & Skills:

Active RN or LPN licensure
Strong knowledge of disease management and application of critical thinking
Strong nursing skillset and ability to work independently
Strong time management and organizational skillset
Excellent phone etiquette and active listening skills
Experience with de-escalation and conflict resolution

Preferred Qualifications & Skills

EMR experience
Competent in Microsoft Word and Excel

Required Education:

Successful graduation from an accredited RN or LPN program

Preferred Education/Certifications:

Acute Care/Inpatient Hospital experience

Working Environment:

Call Center office/corporate environment

Physical Requirements:

Navigate steps
Carry 20 pounds of supplies or training materials
Able to sit for long periods

Direct Reports:

None

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.

EEOC Statement

Liberty HealthShare provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Liberty HealthShare complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Liberty HealthShare expressly prohibits any form of workplace harassment based on race, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Liberty HealthShare employees to perform their job duties may result in discipline up to and including termination.