



QMetrics Job Description: Call Engagement Specialist, Contact Center

TO APPLY:

Email us at info@qmetrics.us

Position Summary

The QMetrics **Call Engagement Specialist** (CES) will support the QMetrics Contact Center through member, provider, and provider organization outreach. This outreach may take many forms of telephonic outreach:

- Connecting patients to their medical care team for annual wellness visits and other care needed for their condition profile.
- Educating members of care appropriate for the condition profile.
- Assessing provider after-hour messages and emergency instructions.
- Assessing provider office access and appointment availability.
- Assessing provider satisfaction and educating and informing provider offices of plan processes and incentives.

A passion for people and providing excellent telephonic service is key to success for the Call Engagement Specialist. The CES works with internal team members on cross-functional projects related to surveys and member telephonic outreach campaigns. The CES brings experience in health care operations with a focus on customer service and survey administration.

Functional Areas of Responsibility:

- Survey Administration
- Contact Center

Essential Job Functions:

- Conduct telephonic surveys of healthcare offices on behalf of health plans to monitor appointment access and availability, and provider satisfaction. The CES will follow call/survey scripting and accurately enter call documentation into the system.
- Provide health plan identified education to provider offices on appointment access and availability.
- Perform telephonic outreach educating patients on the importance of annual wellness, their healthcare needs, overdue medical services, and connect them with their medical care team for appointment assistance as needed.
- Navigate and document across multiple systems to identify patients, document pertinent information, and schedule appointments.



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- Perform appointment reminder calls to patients and cancel or reschedule as needed.
- Provide excellent service in a culturally competent and sensitive manner exhibiting the highest respect of all people and the strengths of their background, life experience, and motivation.
- Protect patient privacy and abide by HIPAA regulations.
- Other duties as assigned.

Required Qualifications:

- **Education:** High School Diploma required; Associates Degree in a healthcare related field or higher preferred.
- **Licensure:** None required; Some healthcare, personal care experience preferred
- **Experience:** Minimum of one year of experience in a healthcare or personal care setting, two years preferred, and in-person or call center customer service experience.
- **Specialized knowledge:** Advanced Microsoft Office suite skills required, familiarity with online phone systems, and experience with electronic health records preferred. Ability to type quickly and accurately while having a conversation is essential.
- **Skills:** Excellent interpersonal, verbal, and written communication across multiple mediums of communication, precision focused, strong interpersonal skills, culturally diverse, and a curious critical thinker.

Status:

Full or part-time; hourly, non-exempt position.

Start Date:

Q2, 2023

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