

## Job Description

**Company:** Nebraska Health Network

**Division:** Population Health

**Job Title:** Population Health Liaison

**Reports to:** Population Health Coordinator Lead

### Overview:

The NHN Population Health Liaison is responsible for assisting the Population Health team in record collection, organization and submission to ensure quality performance. This position will assist the population health team in various quality initiatives to achieve success in value-based contracts. In addition, the NHN Population Health Liaison will work to develop relationships with Community Benefit Organizations and will work to advance screening and addressing of social determinants of health with network clinics. The Population Health Liaison may also assist in administrative duties for NHN strategic priorities. NHN provides an opportunity to work in a hybrid home/office setting and impact health care outcomes through unique avenues other than direct patient care.

**Education:** Associate's required. Bachelor's preferred. Community Health Worker certification, or desire to pursue certification, from University of Nebraska Medicine College of Public Health preferred.

### Experience:

- Two (2) to three (3) years' experience with PC-based applications such as Windows, MS Office, and Relational Databases. Excellent skills utilizing word processing, Excel and data file management software.
- Excellent verbal and written skills to interface with physicians, office staff, care management team, nursing staff, ancillary staff, vendors, outside customers, insurance companies and government agencies.
- Experience in relationship building.
- Familiarity with Electronic Medical Records.
- Knowledge of medical terminology, clinical diagnosis, Medicare and procedures generally acquired through education and/or experience in health care related environment preferred.

### Required Knowledge/Abilities/Skills:

- Demonstrates the Nebraska Health Network Core Values as well as adheres to policies and procedures and safety guidelines.
- Demonstrates ability to meet business needs of department with regular, reliable attendance.
- Understands and acts within professional scope of position and is able to seek supervision when needed.
- Ability to work as part of a team.
- Ability to read, write, and comprehend various written reports and documents.
- Ability to manage multiple tasks simultaneously and efficiently.
- Demonstrates independent action to resolve problems and informs manager of problems and unresolved issues.
- Employee maintains current licenses and/or certifications required for the position and attends and participates in continuing education and departmental meetings as required.

- Practices and reflects knowledge of HIPAA and other federal/state regulatory agencies guiding healthcare.
- Completes all annual education and competency requirements within the calendar year.
- Is knowledgeable of compliance requirements for federally funded healthcare programs (e.g. Medicare and Medicaid) regarding fraud, waste, and abuse. Brings any questions or concerns regarding compliance to the immediate attention of administrative staff.

**Essential Job Functions:**

- Acquires, organizes, manages, and submits patient health information to satisfy quality requirements for value-based contracts.
- Processes and distributes written communication and documents (forms, letters, mail) accurately.
- Develops and manages relationships including electronic, phone, and in person communication often with direct consultation with clinical staff to help manage the NHN patient population.
- Provides administrative support for meetings (schedules, produces documents, and compiles meeting notes) to support NHN clinical and cost and utilization initiatives.
- Handles non-clinical phone calls.
- Works with community benefit organizations to improve screening and capture of social determinants of health.
- Reviews available resources in community as well as payer-sponsored resources to assist in addressing social determinants of health.
- Works with clinical team to connect network clinics to resources to address social determinants of health.
- Collaborates with the NHN team on key strategic priorities.
- Other duties as assigned.

WEIGHT DEMANDS				
<b>Sedentary Work:</b> Exerting up to 10 pounds of force. Sitting most of the time. Walking and Standing are required only occasionally				
<b>Light Work</b> Exerting up to 20 pounds of force		X		
<b>Medium Light Work</b> Exerting up to 35 pounds of force				
<b>Medium Work</b> Exerting up to 50 pounds of force				
<b>Medium Heavy Work</b> Exerting up to 75 pounds of force				
<b>Heavy Work</b> Exerting up to 100 pounds of force				
<b>Very Heavy Work</b> Exerting in excess of 100 pounds of force				
PHYSICAL ACTIVITY				
	Not necessary for the position (0%)	Occasionally Performed (1%-33%)	Frequently Performed (34%-66%)	Constantly Performed (67%-100%)
Balancing		X		
Climbing		X		
Carrying		X		
Crawling		X		
Crouching		X		
Distinguish colors		X		
Fingering/Touching				X
Grasping			X	
Hearing				X
Keyboarding/typing				X
Kneeling		X		
Lifting		X		
Pulling/Pushing		X		
Reaching			X	
Repetitive Motions			X	
Seeing/visual				X
Sitting			X	
Speaking/talking				X
Standing		X		
Stooping/bending		X		
Twisting		X		
Walking		X		
Job Hazards	Not Related	(1%-33%) Rare	(34%-66%) Occasionally	(67-100%) Frequent
<b>Chemical agents</b> ( <i>Toxic, Corrosive, Flammable, Latex</i> )	X			
<b>Biological agents</b> ( <i>primary air born &amp; blood borne viruses; Jobs with Patient contact; BBF</i> )	X			
<b>Physical hazards</b> ( <i>noise, temperature, lighting, wet floors, outdoors, sharps; more than ordinary office environment</i> )	X			
<b>Equipment/Machinery/Tools</b>	X			
<b>Explosives</b> ( <i>pressurized gas</i> )	X			
<b>Electrical Shock/Static</b>	X			
<b>Radiation Alpha, Beta and Gamma</b> ( <i>particles such as X-Ray, Cat Scan, Gamma Knife, etc</i> )	X			
<b>Radiation Non-ionizing</b> ( <i>Ultraviolet, visible light, infrared and microwaves that causes injuries to tissue or thermal or photochemical means</i> )	X			
<b>Mechanical moving parts/vibrations</b>	X			
<b>Other:</b> _____	X			