



Our mission at *Apicha Community Health Center* is to improve the health of our community and to increase access to comprehensive primary care, preventive health services, mental health, and supportive services. We are committed to excellence and to providing culturally competent services that enhance the quality of life. We advocate for and provide a welcoming environment for underserved and vulnerable people, especially Asians and Pacific Islanders, the LGBT Community and individuals living with and affected by HIV/AIDS.

**Job Title:** Medical Case Manager  
**Location:** Jackson Heights, Queens  
**Reports to:** Assistant Director of Support Services.  
**FLSA Status:** Non-Exempt

**Position Summary:**

Provide direct case management to patients of APICHA's Primary Care Clinic to ensure access to and retention in medical care.

**Duties and Responsibilities include:**

- Provide proactive medical case management to APICHA's Primary Care services including intake, comprehensive assessment/reassessment, and individualized care plan development to ensure access to medical care and other services including communication with primary care provider (PCP) at regular intervals to ensure patients have positive health outcomes.
- Coordinate and link patients with additional services, e.g. specialty care, entitlements, mental health and substance use treatment, insurance and community follow-up case management as needed, and report outcome to patients' families, spouse, PCP, and the multidisciplinary care team.
- Obtain prior-authorization for pharmacy or medical services as required by patient's health insurance plan.
- Maintain accurate reporting in both electronic and paper record to ensure and meet all documentation and data reporting requirements of the center.
- Represent Apicha CHC to promote services and recruit patients specifically individual with low income and/or community of color.
- Work as a part of multi-disciplinary team and for continuous quality improvement (CQI) activities as a part of Department of Support Services.
- Other activities as assigned.

**Qualifications:**

- Bachelor's degree in social science, psychology, social work, health with 1 year of post-bachelor's experience or LPN with 1 year of relevant experience required. AA/AS in health or human services field with 3 years of relevant work experience maybe considered. Bachelor's degree in non-related field with 5 years of post-bachelor's relevant work experience maybe considered.
- At least one year of managing case load in social services or medical setting assisting clients required.
- Experience in working with at least one of the following communities is required: people living with HIV/AIDS, Asians and Pacific Islanders, immigrants, Lesbian, Gay, Bisexual and Transgendered persons, and families with children.
- Fluency in Spanish or one of Asian languages strongly preferred.
- Ability to handle multiple tasks in a fast paced and changing environment.
- Excellent written and verbal communication skills in English required
- Independent and good team player with good attention to details required.
- Excellent people skills.

- Ability to work flexible hours including some evening and some weekends required.
- Ability to use common office software. (Word, Excel, Power Point).
- Ability to use electronic medical record required. Familiarity with eClinical Works and AIRS is a plus.
- Proof of immunization or immunity to certain communicable diseases (including influenza during the flu season) and testing for tuberculosis is required. These certifications are required by the NYC DOHMH Health Code, NYSDOH and OSHA.