

Timely Access Specialist

Only open to candidates residing in California	Opportunity to make a difference in your community	Position not eligible for sponsorship
---	---	--

Timely access to healthcare services is essential for achieving quality health outcomes and supporting population health management. Multiple factors can impact access to necessary services, including social determinants of health, provider capacity, and potentially inadequate operations or workflows. Each year HPSM collects data on timely access for healthcare services across our provider network. HPSM uses this data to support process improvement initiatives related to healthcare service access and provider network management. The Timely Access Specialist will work with HPSM staff to conduct our annual data collection and evaluation, identify potential access barriers, and make recommendations for improvement opportunities.

Position overview

- Reaching out to healthcare providers to gather information regarding timely access to healthcare appointments and other essential information for engaging with our provider community.
- Analysis and recommendations from review of healthcare service access data.
- Supporting documentation and reporting activities for quality assurance and process improvement.
- Ensuring that the project progresses according to timeline in collaboration with Program Specialist and Provider Network Manager.
- Adhering to regulatory policy and requirements for data collection and evaluation methodology.

Key skills

- Strong proficiency in Microsoft Excel.
- Comfortable conducting outreach and follow-up to healthcare professionals.
- Strong attention to detail.
- Excellent written and verbal communication skills.
- Ability to analyze data, summarize and make recommendations.
- Ability to work with a team and independently.

Requirements

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

Education and experience

- High School diploma or GED required. One to two (1-2) years of experience in the health care field or an equivalent combination of education and experience that would provide the required knowledge, skills, and abilities may qualify.

Knowledge of:

- Basic knowledge of Medicare and Medicaid (preferred). Intermediate capability with Microsoft Excel (required).

Preferred:

- Interest in public health, public policy and/or healthcare.
- Some experience (work or internship) working with healthcare/public health organizations.

Salary and benefits

The starting salary range depends on the candidate's work experience.

Benefits: This is a temporary position and does not qualify for benefits.

To apply, submit a resume and cover letter to careers@hpsm.org.

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.