

Next Level Urgent Care, LLC

Job Title: Worx Coordinator

Department: Occupational Medicine/Marketing

Reports To: Senior Managing Director

FLSA Status: Exempt

Index Number: 90.014

Last Modified: 8/12/19

Purpose:

Under direction, serves as liaison between clinic personnel, Next Level Worx Occupational Medicine program client's and TPA's. Responsible for monitoring, assisting, evaluating and reporting on CCF's and 73's being handled by staff and providers to ensure the delivery of quality services.

Job Duties and Responsibilities

Monitoring and Control

- Manage, promote, and administer the Worx Occupational Medicine Program.
- Ensure the timely delivery of all test results performed by Next Level Urgent Care.
- Respond to and resolve difficult and sensitive inquiries and complaints; evaluates problems and takes appropriate action to resolve issues/concerns.
- Interface with staff, clients and TPA's on all issues relating to the Worx program; ensure proper and timely follow-up for work related injuries.
- Answer incoming calls from staff, clients, and TPA's regarding eScreen, Worker's Compensation and drug/alcohol testing.
- Responsible for Worx Program's supply inventory. Order supplies when needing replenished.
- Develop protocols for new clients and manage the database for company protocols ensuring they are kept up-to-date.
- Coordinate all work injury specialty orders placed by clinic staff and communicate with all parties client, TPAs, and ensure patients are informed.
- Coordinate Maximum Medical Improvement/Impairment Rate exams.

Training

- Identify training needs related to the Worx Occupational Medicine Program.
- Provide or arrange training for employees.

Reporting

- Recommend and/or draft new and revised program policy.
- Other duties as assigned.