

Next Level Urgent Care, LLC

Job Title: Worx Coordinator

Department: WorX Occupational Medicine

Reports To: Senior Managing Director

FLSA Status: Exempt

Index Number: 90.014

Last Modified: 3/06/2020

Purpose:

To serve as liaison between clinic personnel, Next Level WorX Occupational Medicine program client's and TPA's. Responsible for administrative functions and coordination of care pertaining to occupational testing and work injury patients ensuring the delivery of quality services.

Job Duties and Responsibilities

- Perform administrative functions within our WorX Occupational Medicine Program under the supervision of the Senior Managing Director with the assistance of the WorX Team Lead.
- Understand all technology program's functions needed that are integrated in our WorX Occupational Medicine Program.
- Answer incoming calls, emails and faxes from Next Level staff, clients and TPA's regarding occupational patients.
- Ensure the timely delivery to parties of all test results, exam notes, and work status reports performed or completed by Next Level Urgent Care.
- Respond to and resolve difficult and sensitive inquires and complaints; evaluates problems and takes appropriate action to resolve issues/concerns with involvement from the Senior Managing Director with our Chief Medical Officers and Associate Medical Directors when needed.
- 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.
- Coordinate all work injury specialty orders placed by clinic staff and communicate with all parties including patient, client, TPAs, adjuster, case manager and referring provider to ensure parties are informed.
- Ensure therapy plans of care are signed by the provider and returned to the therapy provider.
- Contacting patients to reschedule follow up appointments.
- Communicating with clients to provide updated information regarding their employees.
- Complete DWC69 forms on specific client protocols.
- Coordinate Maximum Medical Improvement/Impairment Rate exams. Scheduling, collection of records, review report and DWC69 to ensure accuracy and deliver final paperwork to the client.
- Knowledgeable on all client protocols.
- Setup user accounts on the Next Level WorX Portal.

- Responsible for WorX Program's supply inventory. Order supplies when needing replenished.
- Other duties as assigned.