Patient Care Coordinator
(1099 contractor; 30 hours/week)

VIRGINIA
TELEMENTAL
HEALTH
INITIATIVE

Summary
VTMHI Patient Care Coordinators are an essential part of the care team, ensuring referred patients have access to the care they need by connecting patients with volunteer mental health providers. This patient-facing role is the connector between patient, referring free and charitable clinic, and volunteer mental health provider. This linchpin of the VTMHI team creates connections for seamless and coordinated care delivery.

Responsibilities and Duties
- Manage free and charitable clinic referrals for pro bono therapy services
- Coordinate intake process for new patients, including confidential document management
- Connect patients with volunteer providers based upon patient needs and volunteer expertise
- Answer patient calls, emails and questions
- Confidentially manage patient accounts and appointments
- Data input and reporting as needed for referring clinics, participating providers, and funding requests
- Support patients with telehealth connectivity as needed
- Collaborate with VTMHI team to creatively address patient connectivity challenges
- Collaborate with VTMHI team and referring clinics to provide community resources and referrals for care and support
- Work as a team player to ensure each patient receives the best care possible

Additional Competencies
- Patient, kind, and understanding
- Provides exceptional customer service including willingness to problem solve to address patient challenges
- Strong organizational and computer skills with an ability to be attentive to details
- Heart for serving the medically underserved

Qualifications
- Free and charitable clinic, safety net, or comparable nonprofit experience preferred
- Mental health expertise and training preferred (e.g., QMHP, MSW, BSW)
- A background check will need to be completed; however, factors will be considered for applicants with a criminal history such as the nature of the crime and its relationship to the position, time since the conviction, number of offenses, and the risk posed to the organization, leadership, and constituents.

Commitment and compensation
- 1099 contractor; no benefits provided
- Approximately 30 hours a week
- $3,500-4,500/monthly contracted project rate
- Must provide own equipment including laptop, printer, internet, telephone unless otherwise negotiated.
- All project requirements will be carried out remotely; no office space provided.

To apply: Please submit a resume and cover letter, including necessary monthly project rate to Mara Servaites at mara@ehealthvirginia.org. Initial applications will be reviewed 11/30/2022.

About VTN/VTMHI
The Virginia Telemental Health Initiative (VTMHI) is a pilot program that aims to expand access to timely and appropriate telemental health services to Virginians with lower incomes, who are medically underserved and who are un- or under-insured by collaborating with behavioral and mental health professionals in the process of meeting their licensure requirements. Through education and support to providers, free clinics and stakeholders, VTMHI will enhance

access to mental health care for those who need it, while also bolstering the Commonwealth's telemental health workforce.

To help accelerate licensure, VTMHI will match pre-licensed behavioral and mental health professionals with clinical supervisors to achieve needed client contact hours while providing pro-bono support in free and charitable clinics – a win-win-win for patients, providers-in-training and clinics! In addition, a robust curriculum of training and educational resources regarding telehealth will be available at no cost to help prepare Virginia's future providers to be best equipped to serve the needs of Virginians.

More information about this pilot can be found at www.virginiatelementalhealth.org.

If you have any questions regarding this opportunity, please contact Mara Servaites at mara@ehealthvirginia.org. For more information about the VTMHI pilot, contact Ellen Costlow at ellen@ehealthvirginia.org.

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