

LPN Care Coordinator

Type: Permanent and FLSA Exempt

Pay: \$55,000 - \$65,000 annually, plus bonus potential

Location: 100% remote with minimal travel

Hours: Full-time with some evening and weekend hours

Reports To: Clinical Director

About Specialty Care Management

Specialty Care Management (SCM) is a purpose-driven healthcare organization focused on solving one of the most complex and costly challenges in the United States health system: chronic kidney disease and renal dialysis.

With an estimated 1 in 7 adults living with CKD, and many progressing to dialysis without early identification or support, SCM partners with health plans to proactively manage renal risk and protect members before claims become catastrophic.

For members who are already on dialysis, SCM provides dedicated renal nurse coaches, clinical advocacy, access coordination, and comprehensive support to help improve outcomes, reduce complications, and avoid unnecessary costs.

Through our platform of predictive analytics, clinical programming, specialized claims underwriting, and strategic member engagement, SCM transforms unpredictable, high-cost dialysis exposure into a sustainable and member-friendly solution.

Our mission is simple: improve health, reduce avoidable costs, and support members with clarity, care, and clinical excellence.

Role Summary

SCM's LPN Care Coordinator has strong communication, planning, organizational and interpersonal skills. The ideal candidate has a passion for helping members to improve their self-care and reports directly to the Clinical Director and work very closely with our oncology RN.

The LPN Care Coordinator will be tasked to assist in outreach and related supportive follow up work with member-patients and providers to support the work in our growing oncology program. The primary responsibility of this role is to support Oncology members by facilitating access to essential resources and cancer-related social services. This role works closely with the RN team to reinforce oncology care plans, assist with coordination needs, and ensure timely follow-up.

Essential Duties and Functions

- **Reporting:** Responsible for amalgamation and creation of quarterly reports for each client group, including tallying cost-savings, member testimonials, and KPIs.
- **Medical Records:** Receive and process incoming faxes: MD records including labs, meds, OV notes and input pertinent info into chart; file fax in member record and document in chart
- **Oncology Coordination Support:** Assist the oncology nursing team with supportive services, social needs navigation, and care coordination
Monitor for changes in claims or labs indicating disease progression or toxicity concerns and escalate to RN
- **Chart Audit and QA:** Audit member charts for completeness, accuracy and assist with end of month reconciliation for invoice prep and Quarterly Reporting
- **Manage Follow-up** for graduated members for Oncology: labs and check-in call 1-2 x per year as directed by the managing RN. Refer to RN as needed.

Other Duties and Functions

Outreach assistance as needed with peak enrollment periods: Telephone calls with members to encourage engagement with the RN Coach:

- Assist in making initial outreach calls to members and scheduling with the assigned RN
 - Explains program/intake & history via telephone/secure video chat and sets appointment with the member and assigned RN
- Gather pertinent medical records including laboratory data and medications
- Performs phone number research as needed/requested
- Able to develop good relationships with providers, family/support persons, and all members of the care team to provide education and support.
- Perform claims reviews and eligibility verification
- Assist with mailings for outreach and build supportive rapport with members, family/support persons, and providers to reinforce engagement
 - Conduct eligibility and benefits checks related to oncology services
 - Assist with mail or electronic distribution of member education resources
- Adhere and comply with HIPAA regulations in a remote-working environment.
- Active, unrestricted LPN license

Qualifications

- LPN with oncology experience preferred
- Minimum of 3 years LPN/LVN experience
- Preferred to be fluent/native speaking and writing in Spanish
- Ability to work some evening and weekend hours
- Ability to work some evening and weekend hours to meet with members based on their availability
- Ability to attend and professionally engage in video meetings.
- Strong technological skills, meaning you can effectively and efficiently use computers, peripheral equipment, and applications/systems, including Microsoft products.
- Autonomous self-starter who is comfortable with ambiguity.
- Creative mindset and ability to appropriately challenge the status quo.
- Superb written and oral communication skills.
- Ability to overcome obstacles with a 'yes if...' approach.
- Ability to effectively balance competing deadlines without losing focus on the bigger picture.
- Reliable internet and power with a designated area to conduct work with minimal interruptions.

What We Offer

- Market competitive salary.
- Potential for annual merit increases and bonuses contingent on the company's fiscal performance.
- Generous time off and paid holidays because we appreciate recharging.
- Partially paid leave for qualifying family or medical reasons once employment eligibility is met.
- A comprehensive health benefits plan with a portion of premiums covered by the company. Benefits include medical, dental, vision, life insurance, and more.
- 401k with up to 4% employer match.

We are proud to be an equal opportunity employer, which means that our employment decisions are inclusive and welcoming, regardless of race, gender, age, color, sexual orientation, gender identity, pregnancy status, religion, national origin, disability, or any other personal, physical, mental, or sensory traits. All individuals who are offered a position must successfully pass a background and reference check prior to their start. All individuals must demonstrate they are legally authorized to work in the United States without sponsorship.