

Medical Assistant

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Type: Permanent and FLSA non-exempt

Pay: \$40,000 - \$50,000 annually, plus bonus potential

Location: 100% remote with minimal travel

Hours: Full-time with some evening and weekend hours

Reports To: Clinical Director

About Us

Specialty Care Management (SCM) is a purpose-driven organization addressing some of the most complex and costly challenges in healthcare: kidney disease and renal dialysis.

With 1 in 7 U.S. adults estimated to have chronic kidney disease (with many progressing to dialysis), SCM partners with health plans to manage these high-risk, high-cost claims through a platform of predictive data analytics, proactive clinical programming, and financial cost-containment and claims underwriting. Our aligned goal across stakeholders is to lower costs and improve member health.

Role Summary

As a Medical Assistant, your role is central to SCM's clinical efforts, collectively designed to deploy best in class clinical methodologies and coaching methods to improve member health. You'll be supporting a team of RNs with a variety of administrative and reporting tasks for our clinical programs in dialysis prevention and, at times, oncology. This position may also assist with member outreach and enrollment, especially during peak seasons.

How You'll Contribute

- **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
- **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:** labs and check-in calls 1-2 x per year as directed by the managing RN. Refer back to RNs as needed.
- **Outreach assistance as needed with peak enrollment periods,** which includes conducting telephone and/or video 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
 - Assists with mailings for outreach/introductory letters and follow-up educational materials
 - Adhere and comply with HIPAA regulations in a remote-working environment.

What You'll Need

- Minimum of 4 years of experience as a medical assistant.
- Experience supporting a team within nephrology is highly preferred.
- Current and unrestricted CMA, RMA, CCMA, or NCMA is highly preferred.
- Bilingual in Spanish highly preferred.
- 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, and life insurance. Eligibility to participate begins the first of the month following 60 days of employment with us.
- 401k with up to 4% employer match. Eligibility to participate begins the first day of the month following 6 months of employment with us.

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.