

# RH Coordinator Competencies for CCare Agencies



RH Coordinators are required to ensure that the agency and each clinic listed on its MSA are operating CCare in compliance with [CCare Certification Requirements](#). Because it is such an important role, it is highly recommended that the RH Coordinator be in a position of oversight and have authority over all the clinics participating in CCare.

Agencies' RH Coordinators are responsible for:

- CCare subject matter expertise
  - Certification requirements
  - Client eligibility and enrollment in RH Access Fund
  - Billing and data submission
- Acting as the primary contact with the Oregon RH Program
- CCare management
  - Staff training
  - Workflows
  - Client materials
  - NVRA reporting
  - Billing
  - Compliance reviews
  - Staff accountability

The following tables identify the knowledge and skills required for performing the duties of a RH Coordinator as well as available resources.

If RH Program staff determine that the agency staff person assigned to the role of RH Coordinator is not meeting the requirements, RH Program staff will request that the role be re-assigned.

**Note:** Agencies determine the appropriate competencies for each staff person they hire. The knowledge and skills listed below are only what are necessary to perform the tasks specific to a RH Coordinator.

# RH Program Coordinator Competencies for CCare Agencies

(Resources are in the process of being updated to reflect name changes and updated requirements.)

<b>A. CCare Subject Matter Expert</b> Understands and can explain the CCare and its requirements		
<b>Knowledge &amp; Skills</b>	<b>Must</b>	<b>Available Resources</b>
<u>Knowledge:</u> General overview of CCare High-level overview of RHCare  <u>Skills:</u> Critical thinking Communication	Be able to describe: 1. Requirements for operating CCare 2. Services available under CCare vs. under RHCare	<a href="#">Program Manual</a> RH Program Orientation Video   <a href="#">Slides</a>
<u>Knowledge:</u> RH Access Fund Coverage Eligibility RH Access Fund Billing  <u>Skills:</u> Communication Quality assurance / improvement	Be able to describe: 3. Eligibility criteria for CCare 4. Process for enrollment into the RH Access Fund 5. What services may be billed to the RH Access Fund	<a href="#">Program Manual</a> RH Access Fund Client Enrollment <a href="#">Video</a>   <a href="#">Slides</a> RH Access Fund CVR <a href="#">Video</a>   <a href="#">Slides</a>
<u>Knowledge:</u> Most current CCare information  <u>Skills:</u> Time management Project management / prioritization Communication	6. Read RH Program emails and newsletter 7. Participate in RH Program webinars 8. Attend required trainings 9. Regularly review RH Program webpages for changes and new resources	<a href="#">RH Program Clinic Resources webpages</a>

## RH Program Coordinator Competencies for CCare Agencies

(Resources are in the process of being updated to reflect name changes and updated requirements.)

<b>B. RH Program Liaison</b> Communicates information from the RH Program to clinic staff, and vis versa.		
<b>Knowledge &amp; Skills</b>	<b>Must</b>	<b>Available Resources</b>
<u>Knowledge:</u> How and when to request or share information with state RH Program staff  <u>Skills:</u> Communication Project management / prioritization Responsiveness	1. Respond to RH Program staff communications within requested timeframe 2. Communicate questions to RH Program staff 3. Request TA/support from RH Program staff when needed 4. Update RH Program staff with clinic changes when they occur: (i.e. closures- permanent or temporary, address/phone number changes, changes in services) 5. Update RH Program staff with critical staff changes when they occur (i.e. billing supervisor, administrator, clinic manager(s))	<a href="mailto:rh.program@dhsosha.state.or.us">rh.program@dhsosha.state.or.us</a>
<u>Knowledge:</u> Share RH Program information with clinic staff  <u>Skills:</u> Communication Quality assurance / improvement	6. Share RH Program trainings and resources with appropriate staff 7. Update agency/clinic staff with RH Program changes	Emails from RH Program staff <a href="#">RH Program Provider Resources webpages</a>

# RH Program Coordinator Competencies for CCare Agencies

(Resources are in the process of being updated to reflect name changes and updated requirements.)

<b>C. CCare Management</b>		
Understands and uses project management strategies to ensure CCare requirements are met.		
Knowledge & Skills	Must	Available Resources
<p><u>Knowledge:</u></p> <p>Clinic workflows, from front desk to clinical services provision/education to billing/data submission</p> <p>How CCare affects workflows</p> <p>Appropriate agency/clinic staff are involved in decision-making</p> <p><u>Skills:</u></p> <p>Delegation</p> <p>Problem Solving</p> <p>Critical Thinking</p> <p>Project management / prioritization</p> <p>Quality assurance / improvement</p> <p>Advocacy (for staff, clients, and CCare)</p>	<p>Work with appropriate agency/clinic staff to:</p> <ol style="list-style-type: none"> <li>1. Develop training plan for current and new staff on CCare and its workflows</li> <li>2. Ensure that:               <ol style="list-style-type: none"> <li>a. Workflows are developed and implemented to integrate CCare processes into client enrollment, clinical services, and billing</li> <li>b. Client materials are accurate &amp; culturally responsive</li> <li>c. A broad range of contraceptives are available on-site</li> <li>d. NVRA reporting requirements are met</li> <li>e. Clinics are prepared for scheduled audits</li> <li>f. Proper documents are provided to RH Program staff for reviews and audits</li> </ol> </li> </ol>	<p><a href="#">RH Program Trainings webpage</a></p>
<p><u>Knowledge:</u></p> <p>CCare services</p> <p><u>Skills:</u></p> <p>Delegation</p> <p>Problem Solving</p> <p>Critical Thinking</p>	<p>Work with appropriate agency/clinic staff to:</p> <ol style="list-style-type: none"> <li>3. Ensure there is a process whereby:               <ol style="list-style-type: none"> <li>a. Clinical staff understand the elements of a CCare visit</li> <li>b. Clinical elements are documented in the EHR and chart notes to support reimbursement</li> </ol> </li> </ol>	<p><a href="#">Program Manual</a></p> <p><a href="#">Chart Documentation Guidance</a></p> <p><a href="#">Find a Clinic webpage</a></p>

## RH Program Coordinator Competencies for CCare Agencies

(Resources are in the process of being updated to reflect name changes and updated requirements.)

<b>C. CCare Management</b>		
Understands and uses project management strategies to ensure CCare requirements are met.		
Knowledge & Skills	Must	Available Resources
	c. Clients who are not eligible for CCare, or who are seeking reproductive health services that aren't covered by CCare are referred to a local RHCare clinic	
<u>Knowledge:</u> Internal staff accountability processes  <u>Skills:</u> Delegation Problem Solving Critical Thinking	Work with appropriate agency/clinic staff to: 4. Ensure staff are held accountable for meeting CCare requirements	

-----

I, \_\_\_\_\_, understand and agree to perform the above RH Coordinator duties.  
(RH Coordinator's name)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I, \_\_\_\_\_, agree to support \_\_\_\_\_ in performing the RH Coordinator duties.  
(Higher-ranking staff member's name) (RH Coordinator's name)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_