

RH Program Coordinator Competencies for CCare-only Agencies

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

Agencies' RH Program Coordinators are responsible for:

- CCare subject matter expertise
 - Administrative requirements
 - Clinical requirements
 - Client eligibility and enrollment
 - Billing and data submission
- Acting as the primary contact with the Oregon RH Program
- RH Program 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 Program Coordinator as well as available resources.

If RH Program staff determine that the agency staff person assigned to the role of RH Program 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 Program Coordinator.

RH Program Coordinator Competencies for CCare-only Agencies

A. RH Program Subject Matter Expert		
Understands and can explain the CCare and its requirements		
Knowledge & Skills	Must	Available Resources
<p><u>Knowledge:</u> General overview of RH Program</p> <p><u>Skills:</u> Critical thinking Communication</p>	<p>Be able to describe:</p> <ol style="list-style-type: none"> 1. Administrative and clinical requirements of operating CCare 2. Difference between CCare and RH Program coverage 3. Services available under CCare vs. under the RH Program 	<p>Program Manual</p> <p>RH Program Orientation Video Slides</p>
<p><u>Knowledge:</u> CCare Eligibility CCare Billing</p> <p><u>Skills:</u> Communication Quality assurance / improvement</p>	<p>Be able to describe:</p> <ol style="list-style-type: none"> 4. Eligibility criteria for CCare 5. Process for enrollment into CCare 6. What services may be billed to CCare 	<p>RH Program Enrollment Form Slides</p> <p>RH Program Eligibility Database Slides</p> <p>RH Program CVR Video Slides</p>
<p><u>Knowledge:</u> Most current RH Program information</p> <p><u>Skills:</u> Time management Project management / prioritization Communication</p>	<ol style="list-style-type: none"> 7. Read RH Program emails and newsletter 8. Participate in RH Program webinars 9. Attend required trainings 10. Regularly review RH Program webpages for changes and new resources 	<p>RH Program Provider Resources webpages</p>

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B. RH Program Liaison Communicates information from the RH Program to clinic staff, and vis versa.		
Knowledge & Skills	Must	Available Resources
<p><u>Knowledge:</u> How and when to request or share information with state RH Program staff</p> <p><u>Skills:</u> Communication Project management / prioritization Responsiveness</p>	<ol style="list-style-type: none"> 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)) 	<p>RH Program Contact Us webpage</p>
<p><u>Knowledge:</u> Share RH Program information with clinic staff</p> <p><u>Skills:</u> Communication Quality assurance / improvement</p>	<ol style="list-style-type: none"> 6. Share RH Program trainings and resources with appropriate staff 7. Update agency/clinic staff with RH Program changes 	<p>Emails from RH Program staff</p> <p>RH Program Provider Resources webpages</p>

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C. RH Program Management		
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 RH Program)</p>	<p>Work with appropriate agency/clinic staff to:</p> <ol style="list-style-type: none"> 1. Develop training plan for current and new staff on CCare and its workflows 2. Ensure that: <ol style="list-style-type: none"> a. Workflows are developed and implemented to integrate CCare processes into client enrollment, clinical services, and billing b. Client materials are accurate & culturally responsive c. A broad range of contraceptives are available on-site or refer to a RH Program clinic d. NVRA reporting requirements are met e. Clinics are prepared for scheduled audits f. Proper documents are provided to RH Program staff for reviews and audits 	<p>RH Program Trainings webpage</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"> 3. Ensure there is a process whereby: <ol style="list-style-type: none"> a. Clinical staff understand the elements of a CCare visit b. Clinical elements are documented in the EHR and chart notes to support reimbursement 	<p>Program Manual</p> <p>Chart Documentation Guidance</p> <p>Find a Clinic webpage</p>

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C. RH Program Management		
Understands and uses project management strategies to ensure CCare requirements are met.		
Knowledge & Skills	Must	Available Resources
	<p>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 RH Program clinic</p>	
<p><u>Knowledge:</u> Internal staff accountability processes</p> <p><u>Skills:</u> Delegation Problem Solving Critical Thinking</p>	<p>Work with appropriate agency/clinic staff to:</p> <p>4. Ensure staff are held accountable for meeting CCare requirements</p>	