

Primary Care Associates of California Medical Group (PCAC IPA)

Physician Liaison

Physician Liaison Job Summary:

Assists in activities related to the direct interaction with contracted physician offices, taking in-bound and making out-bound calls as the position requires. Ensures that timely and effective customer service expectations are met and/or exceeded at all times. Works toward and assists in the achievement of individual, team and department goals. This requires regular consultative contact with every contracted physician office in a designated territory to build rapport, generate new patient membership, maintain existing patient membership, and service existing contracted physician offices.

Essential Responsibilities & Accountabilities:

- Develop and maintain physician specialist panels to increase and retain membership, promote PCAC brand, and service physician offices in a specific territory as defined by Executive team, this requires face to face consultative contact with every physician office.
- Document all physician office interactions and other pertinent information in applicable databases to provide an accurate record of physician encounter history. **All field staff must document activity for current day by 9 am following business day via ZOHO CRM system.**
- Works closely with physician offices, other teams, departments and levels of management as needed for problem resolution and/or process improvements to ensure effective and timely service for existing and prospective physicians.
- Physician Liaisons are required to work in conjunction with the Network Development Specialist designated to the territory; NDS acts as territory lead and Physician Liaison is to provide support to NDS and collective efforts to increase market share and maintain existing membership.
- Maintain professional and consistent communication with designated territory Network Development Specialist and Executive team and perform activities as directed.
- Attend all meetings, conventions, seminars, and training programs as instructed by Executive team.
- Respond in a professional fashion to physician office concerns, executing follow up actions to ensure physician office issues/opportunities are communicated to appropriate departments.

- Maintain accountability for adherence to company and divisional organization policies and procedures.
- Participate in special projects and perform other duties as required.
- **Physician Liaisons are required to make a minimum of 25 physician office visits per week, or 5 per day on average. Every physician office within designated territory is to be visited in a rotational fashion, and visits may be subject to planning in advance under direction of Executive team.**
- **All field staff are responsible for arranging a minimum of 2 appointments per week for members of Executive team in an effort to further develop business where Executive involvement would be beneficial, necessary, or applicable.**

In addition to the essential duties and responsibilities listed above, all positions are also responsible for:

- Meeting company standards pertaining to quantity and quality of work performed on an ongoing basis, performing all work related tasks in a manner that is in compliance with all Company policies and procedures currently or to be implemented in the future.
- Adhering to Company policies, procedures, and directives regarding standards of workplace behavior in completing job duties and assignments.

Physical Activities:

This position will be working in an office environment, utilizing typical office equipment. Also works in all areas of designated territory traveling from office to office via personal vehicle. Some travel required.

Qualifications

Experience:

At least 2 years of prior customer service and/or medical experience required.

Specialized Knowledge and Skills:

Desired skills include: customer service and/or medical knowledge, excellent interpersonal skills, attention to detail and project management skills.

Other:

Valid driver's license and proof of current auto insurance required.