



Bilingual Health Advocate

Wildflower Health

Wildflower is a women's health solutions company, specializing in digital and value-based care. We are the architect of the industry's first comprehensive bundle for value-based maternity care, with pre-built functionality for all actuarial, clinical and operational needs. Wildflower is facilitating the transition to value, starting with the OB episode. Our mission is to enable the best care, for all women, every time.

Our capabilities include a combination of technology, health advocacy and value enablement services, all designed to simplify the journey to value-based care for providers, payers, and purchasers by collapsing silos and aligning rewards around the delivery of healthy outcomes for women and their families.

Empowering women. Collapsing silos. Rewarding value. This is a smarter way to care.

www.wildflowerhealth.com.

Wildflower Health provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Applicants must be authorized to work lawfully in the United States. Wildflower Health is not able to sponsor applicants for work visas.

About the Role

The Health Advocate is an integral part of our Health Management team and is responsible for providing patient care coordination, health navigation, and remote patient monitoring services. Key responsibilities include supporting patient health literacy and adherence to provider-driven care plans through phone or in-app conversations, monitoring patient data and needs, directing patients to appropriate social and clinical resources, and providing coordination with providers as appropriate. This individual will directly interact with patients and providers daily.

The Health Advocate will report to the Health Advocacy Manager. This individual will work closely with other members of the Health Management team at Wildflower. This is a fantastic

opportunity for a caring individual who enjoys working in a growing, fast-paced company, is passionate about improving women's health outcomes, and is committed to creating exceptional experiences for patients and providers.

Key Responsibilities

- Develop positive relationships with patients and empower them to be active participants in their health and care.
- Monitor patient data, provide evidence-based interventions and health education when appropriate to help patients understand and follow provider care plans.
- Support remote patient monitoring services through medical device ordering, device support/troubleshooting, data monitoring and escalations, condition management, and care plan adherence support according to provider care plan.
- Provide interventions and services based on health risks identified through data collected across multiple sources, including health risk assessments, medical devices, in-app surveys, and medical records.
- Assist patients with locating and receiving appropriate support services and resources based on their individual needs.
- Serve as an advocate for patients, providing support with their health concerns related to preconception, pregnancy, postpartum, their newborn, and family.
- Interact with patients, social services, care/case managers, and provider care teams to facilitate patient interventions.
- Develop positive relationships with the patient care team and support them in providing patient education and monitoring that complements their prescribed care plan.
- Communicate with providers and office staff regarding the patients' ongoing plan of care and progress towards health goals. Develop partnerships to encourage program participation.
- Place outreach calls to inform patients of available support resources and promote Health Management services.
- Answer incoming calls and in-app messages from patients and address requests for support. Refer patients to support resources or care providers as appropriate and necessary.
- Utilize the Wildflower patient portal for consistent and accurate documentation.
- Demonstrate a strong commitment to Wildflower's mission and values.
- Perform other duties or participate in other projects as assigned.

Ideal Candidate

The ideal candidate has an exceptional track record of developing strong relationships with patients and providers, while exercising professional judgment in determining escalations to appropriate resources based on a holistic view of the patient and program guidelines. We are looking for individuals with the following characteristics:

- Desire to support patients across social and clinical needs and ability to create strong interpersonal relationships.
- Passionate about driving products and programs that improve health equity and family health outcomes.
- Demonstrates a strong commitment to the mission and values of the organization.
- Demonstrated ability to work remotely, both independently and as part of a team.
- Enjoys working in a fast-paced, exciting environment with adaptability, positive attitude, critical and creative thinking skills, and teamwork.

Qualifications:

- Bilingual - fluent written and verbal communication in English and Spanish required.
- Bachelor's degree in Health Science, Public Health, Social Work or related field preferred.
- 1-2 years in a healthcare-focused role (community health center, medical practice or clinic, birth center, hospital, health plan, etc.) strongly preferred.
- Certification as Doula (prenatal or postpartum) strongly preferred.
- Knowledge of some medical terminology is required.
- Strong customer service skills.
- Experience using motivational interviewing techniques is preferred.
- An understanding of women's health including pregnancy and postpartum preferred.
- Proficiency using software such as Microsoft Word, Excel, and Outlook or similar software.
- Experience keeping protected health information (PHI) secure and confidential preferred.
- Experience in providing support for mental health, social determinants of health, and breastfeeding preferred.
- Knowledge of and experience in navigating community-based resources, social services, and public benefit programs is preferred.
- Experience working with diverse populations seeking healthcare preferred.
- Knowledge of health equity, social justice and/or trauma informed care preferred.
- Strong organizational and interpersonal skills.
- Excellent written and verbal communication skills.

- Detail oriented.
- Ability to multi-task and work independently.
- Ability to maintain confidentiality and project a professional business image.

Salary range

\$65,000 \$70,000 per year

Location and hours

This is a remote position. We are seeking candidates in Eastern Time Zone or Pacific Time Zone - to match patient geographies.

To apply

Please provide cover letter and resume to the following url:

<https://jobs.gusto.com/postings/wildflower-health-bilingual-health-advocate-c2bbe310-96c1-4f7d-8206-16888460b5ef>