|  |
| --- |
| **Community Resource Concierge** **Requisition ID****151713****Business Overview** Humana Inc., headquartered in Louisville, Ky., is a leading health care company that offers a wide range of insurance products and health and wellness services that incorporate an integrated approach to lifelong well-being. By leveraging the strengths of its core businesses, Humana believes it can better explore opportunities for existing and emerging adjacencies in health care that can further enhance wellness opportunities for the millions of people across the nation with whom the company has relationships.**Description****Role: Community Resource Concierge** **Assignment: Work at Home Environment (Nationwide)**Healthcare isn’t just about health anymore. It’s about caring for family, friends, finances, and personal life goals. It’s about living life fully. At Humana, we want to help people everywhere, including our associates, lead their best lives. We support our associates to be happier, healthier, and more productive in their professional and personal lives. We encourage our people to build relationships that inspire, support, and challenge them. We promote lifelong well-being by giving our associates fresh perspective, new insights, and exciting opportunities to grow their careers. At Humana, we’re seeking innovative people who want to make positive changes in their lives, the lives of our members, and the healthcare industry as a whole.Assignment Capsule A Community Resource Concierge will provide ongoing customer care for members and care managers seeking assistance through the Humana At Home Life Assistance Line and Community Resource Directory program. Other responsibilities include: · With a team of Community Resource Concierge, ensure the community resource directory (CRD) contains current, accurate, and appropriate community based and national resources· Receiving inbound calls from members, caregivers, and/or care managers seeking assistance with community resources and transferring these calls to an available Community Resource Concierge* Assigning incoming tasks from Humana At Home Care Management system to Community Resource Specialists
* Effectively tracking all assigned work and calls based on available tracking methods.

**Qualifications****Role Essentials*** High School Diploma or equivalent
* Proficient knowledge of a variety of electronic information processing tools and multiple software programs
* Excellent written and verbal communication skills to build interpersonal relationships
* Ability to establish priorities, work independently and proceed with objectives without direct supervision
* Must have a separate room with a locked door that can be used as a home office to ensure you and your patients has absolute and continuous privacy while you work.
* Must have accessibility to high speed DSL or cable modem for a home office (Satellite internet service is NOT allowed for this role); and recommended speed for optimal performance from Humana systems is 10M x 1M
* Ability to travel up to 5%, work and train onsite plus additional travel as needed for ongoing training
* Ability to work a full-time (40 hours minimum) flexible work schedule Monday through Friday between the hours of 8:00 AM to 5:30 PM Eastern Time

**Role Desirables*** Associate’s or higher degree in health or human service field preferred
* Experience in health promotion, health coaching, health outreach, and/or wellness education
* Experience working with the Medicare population
* Certification with the Alliance of Information and Referral Systems (AIRS)

**Reporting Relationships**The Community Resource Concierge will be in the Humana At Home division under the direction of the Community Resource Directory Manager.**Schedule****:** Full-time**Primary Location****:** US-Virginia-Glen Allen**Role****:** Clinical Innovations and Health Practitioners**Work Environment Type:** Virtual/Work At Home |

Please review role for full list of requirements and online application:- <https://humana.taleo.net/careersection/jobdetail.ftl?job=151713&lang=en>