Ombudsman Program Coordinator

1. Provides information and community education to clients, families and the public. (4)

2. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)

3. Coordinating Medi-Cal covered health services for a client. (6)

4. Coordinates and monitors transportation if client has a physical or mental limitation, to Medi-Cal covered health services to meet their identified needs. (6)

5. Assists individuals and families with aspects of the Medi-Cal application process. (8)

6. Preparing data reports and needs assessments for the purpose of developing strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (15, 17)

7. Assists and promotes continuing development of the Ombudsman program. (15,17)

8. Preparing proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)

9. Complete daily Medi-Cal Administrative Activities (MAA) time survey. (20)

10. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink) ______________ Date ______________

Employee Name (printed) ________________________________