

The LBNL's Health Care Facilitator Role and Responsibilities

The University of California Office of the President (UCOP) administers the Health Care Facilitator (HCF) program, but the HCF works under the supervision of the Benefits Manager (BM).

- HCF and BM collaborate on the development of program goals, scope of responsibility, and work practices.
- HCF implements program activities in consultation with the BM.
- HCF seeks advice from BM on difficult cases; keeps BM informed about issues and/or concerns.

HCF works as a partner with UCOP to identify issues of concern, systematic problems, and opportunities for improvements in UC and health plan practices/policy.

- HCF provides UCOP's Health and Welfare Administration (HWA) with information or issues of concern or systematic problems.
- HCF contacts HWA when they are not getting adequate responses or questionable responses to coverage or eligibility issues.
- All "exception" requests should go through BM and HWA.
- UCOP keeps BMs/HCFs informed about health plans.

HCF works with health plan representatives to clarify coverage and solve problems.

- Plan representatives have information and resources necessary for HCF to clarify coverage and solve issues.
- Only escalated issues should be brought to the attention of the account managers. Use resources wisely.

HCF works as a team member with other HCFs by sharing information, solutions, and giving encouragement.

- Share information about plan coverage, strategies and solutions, best practices, resources, tools, and handouts.
- HCF work can be stressful and frustrating. Reach out to others when you need support and encourage others when they need it.