# Healthcare Benefits & Care Navigator

**Location:** Catholic Diocese of Tulsa, OK
**Job Type:** Full-Time
**Reports to:** Vice President of Care Management

## Join a Mission Bigger Than Healthcare

Meta Care is seeking a compassionate, relationship-driven individual to serve as a trusted advocate and guide for health plan members of the Catholic Diocese of Tulsa.

This is more than a traditional healthcare role. We are looking for someone who is passionate about helping people navigate healthcare, understand their benefits, access needed resources, and improve their overall well-being.

At Meta Care, we believe in delivering the **right care, in the right place, at the right time.** Through meaningful relationships and proactive support, our team helps members feel cared for, supported, and never alone in navigating healthcare challenges.

This role is ideal for someone with experience in a busy healthcare environment who enjoys helping others, solving problems, and building trusted relationships.

### About the Role

As a Healthcare Benefits & Care Navigator, you will serve as a consistent point of contact for members by helping them:

- Understand and utilize healthcare benefits
- Navigate provider networks and healthcare systems
- Coordinate appointments and services
- Access wellness and community resources
- Receive support during health challenges and transitions of care

This is a relationship-centered role focused on advocacy, guidance, and support.
You will not do this alone. Meta Care provides a dedicated support team including pharmacists, nutritionists, social workers, and leadership who work collaboratively to support member needs.

### Responsibilities

**Member Support & Relationship Building**

- Build trusted relationships through outreach and ongoing communication
- Serve as a primary point of contact for members
- Provide guidance and support regarding healthcare and benefits questions
- Educate members on wellness resources and preventive care opportunities
- Identify barriers and connect members to available services and support

**Care Coordination & Navigation**

- Assist members with scheduling medical and specialist appointments
- Help members navigate provider networks and healthcare systems
- Coordinate third-party services and resources when appropriate
- Connect members with transportation, home support, and community resources

**Advocacy & Follow-Up Support**

- Provide support following hospitalizations or significant health events
- Help members access wellness tools and programs
- Advocate for members as they work through healthcare challenges

**Collaboration & Program Support**

- Work closely with Meta Care's interdisciplinary support team
- Participate in team and client meetings
- Support outreach and member engagement efforts
- Maintain timely documentation and confidentiality

### Who We're Looking For

We welcome candidates from many healthcare backgrounds including:

- Medical offices, Care coordination, Patient advocacy, Provider offices, Referral coordination, Insurance verification, Prior authorizations, Population health, Benefits navigation, Practice management

Clinical backgrounds including Medical Assistant, CNA, LPN, RN, or related experience are welcomed but not required.
Ideal candidates possess:

- Strong interpersonal and communication skills, Compassionate and service-oriented mindset, Ability to manage multiple priorities, Strong organizational skills and follow-through, Comfort working independently and collaboratively, Basic Microsoft Office proficiency

### Compensation & Benefits

Competitive compensation based on experience and qualifications.
Full-time employees are eligible for: Medical, dental, and vision insurance; Meta Care contribution of 90% toward individual medical premiums; Retirement plan; Seven paid holidays; Vacation and sick leave

### Availability

Position available immediately.
If you are passionate about helping others and want to be part of a mission-driven organization focused on relationships and meaningful impact, we encourage you to apply. Please send resume and cover letter to:REC@metacareusa.com
Meta Care is proud to be an Equal Opportunity Employer and welcomes all qualified applicants.