

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: MANAGED CARE COORDINATOR
CLASS CODE: 2351

FLSA STATUS: EXEMPT
SUPERVISORY STATUS: NONE

EFFECTIVE DATE: 6/27/2012
DEPARTMENT: DRUG & ALCOHOL PREVENTION & TREATMENT (aDDAPT)

JOB SUMMARY

Under general supervision of the Deputy Director of Finance-aDDAPT), has responsibility and oversight of the department's Medicaid capitated managed care delivery system and related activities.

ESSENTIAL FUNCTIONS

Provides oversight of the Medicaid Pre-paid Mental Health Plan (PMHP) contract and ensures department-wide compliance. Serves as the department's liaison with the state Medicaid office in the External Quality Review Organization (EQRO) compliance process; facilitates the EQRO compliance process.

Oversees tasks and assignments outlined in the Prepaid Ambulatory Health Plan (PAHP) waiver renewal task list and ensures compliance and timely reporting.

Serves as the department's Health Insurance Portability and Accountability Act (HIPAA) Privacy Officer; has oversight of, and provides training for, confidentiality and privacy issues.

Serves as the Medicaid consumer relations specialist by fielding questions, complaints, and grievances and working to resolve them in a consumer-friendly and professional manner. Fields managed care complaints, actions, and grievances from the state, other agencies, and clients.

Reviews and negotiates managed care agreements by third parties on behalf of Utah County Department of Drug and Alcohol Prevention and Treatment. Analyzes and evaluates current and prospective managed care provider contracts and implements changes. Reviews managed care provider fee schedules to determine appropriateness and compliance with regulations.

Oversees the encounter data process of the PAHP managed care contract.

Oversees compliance with Medicaid managed care provider contracts ensuring claims are paid accurately and timely, and manages claims processes. Performs on-site visits to the department's contractor entities to ensure compliance with record keeping and contractual requirements.

Maintains eligibility, benefit, and rate files.

Collects and produces managed care data in a meaningful format for the expedient production of financial and statistical information.

Oversees the referral and authorization system and manages the denial process; analyzes and reports on trends, managed care utilization and referral patterns.

Organizes, evaluates, and trains clinicians, administration, and staff on the managed care plan. Develops and maintains managed care policies and procedures and ensures policies are followed.

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Participates in professional development efforts to ensure currency in health care practices and trends.

Educates staff and contractors, as appropriate, in Medicaid managed care.

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable Knowledge of: health care administration and clinic policies and operating procedures; health care insurance practices and contract negotiations; government regulations, billing, insurance, and coding requirements.

Standard Knowledge of: computer systems, programs, and applications.

Skill in: researching, analyzing, and interpreting data and presenting comprehensive reports; identifying complex problems and reviewing related information to develop and evaluate options and implement solutions; the use of computerized electronics and Microsoft programs.

Ability to: exercise judgement and discretion in developing, applying, and interpreting departmental policies and procedures; solve problems and make decisions; develop and maintain effective relationships with administration, physicians, staff, clients, regulators, and the public; organize and integrate organizational priorities and deadlines; establish and maintain quality control standards.

PHYSICAL DEMANDS

Typically: sits at a desk or table.

Regularly: walks, stands, or stoops; and works for sustained periods maintaining concentrated attention to detail.

Occasionally: lifts or otherwise moves objects weighing up to 20 pounds; drives a motor vehicle.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office or other environmentally controlled room.

EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS

Bachelor's degree in social work, psychology, or a related field and three (3) years of related clinical work experience. Equivalent combinations of completed education and work experience that include three years of work experience may also be considered.

Selected applicants may be subject to a background check.

LICENSING AND CERTIFICATION

Must be licensed, at a minimum, as an Advanced Substance Use Disorder Counselor (ASUDC) or Social Service Worker (SSW) under the Mental Health Professional Practice Act (UCA 58-60). Incumbents are required to complete continuing education required to maintain licensure. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within 60 days of employment.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.