

MANAGED CARE COORDINATOR

LOCATION: Tioga Co. Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA - Grade VII
ADOPTED: 9/95; Revised 9/98, 4/08, Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: This position has responsibility for implementing the Tioga County Managed Care Plan. Employees in this class are responsible for monitoring on - going operations of the Managed Care program to ensure that participating health care providers, agency staff and client enrollees adhere to their specified roles in the Tioga County Managed Care Plan. The Coordinator personally works with clients to: market the program, enroll program applicants, and investigate grievances and complaints. The Coordinator is responsible, under the general direction of his/her supervisor, for relaying managed care information to the appropriate staff supporting the Managed Care program. Incumbents are responsible for assessing program effectiveness and assisting in instituting training programs for staff and enrollees where necessary to further the objectives of the Managed Care program. Work is performed under the direction of the Commissioner of Social Services or his designated director in accordance with established policies and objectives, permitting the frequent exercise of independent judgment. Does related work as required.

TYPICAL WORK ACTIVITIES: [Illustrative Only]

- ◆ Identifies the need for modification to, and assists in the redrafting of, Managed Care policies and procedures;
- ◆ Markets the program to potential enrollees;
- ◆ Enrolls program applicants;
- ◆ Reviews client profiles for the purpose of identifying Medicaid managed care eligibility;
- ◆ Performs research activities as required;
- ◆ Enters information on Welfare Management System / Medicaid Management Information System (WMS / MMIS) as needed;
- ◆ Ensures that Managed Care correspondence and reports are completed and current;
- ◆ Fosters and maintains cooperative relationships with other agencies in the community;
- ◆ Represents the Department of Social Services at conferences, public meetings, etc., as directed;
- ◆ May supervise lower level staff if assigned by the Commissioner or designated director.

FULL PERFORMANCE KNOWLEDGE, SKILLS, PERSONAL CHARACTERISTICS AND ABILITIES: Ability to monitor operations for conformance to the Tioga County Managed Care Plan and applicable codes, rules and regulations; ability to prepare clear and accurate records and reports; ability to interpret the goals of the agency; good judgment; emotional maturity; resourcefulness; initiative; tact; sensitivity to the reactions of other; working knowledge of various components of determining Medicaid eligibility; ability to establish and maintain effective working relationships with staff, clients, governmental units and other interested parties; ability to represent the agency and to interpret its work to outside groups and organizations; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

- a. Graduation from a regionally accredited or New York State registered college or university with a Bachelors degree, and one (1) year of full-time paid work experience, (or its part time equivalent), in a health care, Social Welfare setting, reviewing client profiles to determine eligibility for program provisions; **or**
- b. Graduation from a regionally accredited or New York State registered college or university with an Associates degree and three (3) years of full-time paid experience or its part-time equivalent as defined in (a); **or**
- c. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time paid experience or its part-time equivalent as defined in (a); **or**
- d. Any equivalent combination of training and experience as defined by the limits of (a), (b), and (c) above.

*** Experience must be above an entry-level clerical position to meet the required experience qualifications.**