

MANAGED CARE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves the daily operation of an innovative program of delivering quality, cost effective health care to Medicaid recipients. (MAX Program) An employee in this class is responsible for public relations, program procedures, education of staff and clients, outreach efforts and liaison activity with health care providers and community organizations. The work is performed under the general supervision of the Director of Medical Services with leeway allowed in the exercise of independent judgement in planning and carrying out the work of the position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Develops, coordinates and implements the daily operations of the Managed Care Demonstration Project;
Formulates education and outreach efforts to program participants, health care providers and community organizations;
Develops community awareness of services available through the program by utilizing public information techniques;
Maintains liaison activity with the case management organization, physician groups and program advisory boards;
Develops and maintains computer information systems to record specific program activities;
Facilitates client complaints and formal grievance process;
Serves as a member of the Managed Care Advisory Board and Peer Review Committee;
Follows up on activities and complaints performed in compliance with quality assurance plans and makes recommendations or institutes corrective actions;
Prepares required reports for the Managed Care Program.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of management techniques as they relate to organizing and prioritizing work;
Good knowledge of community agencies, facilities and services which can be used to aid those in need of medical care assistance;
Good knowledge of public information and relations techniques;
Ability to negotiate and monitor program compliance;
Ability to empathize with the characteristics, needs and problems of the clients of the program;
Ability to communicate effectively both verbally and in writing;
Working knowledge of compilation of statistics and health care program;
Ability to analyze medical records and related health care data;
Ability to prepare records and reports;

Good knowledge of the principles and practices of quality assurance, utilization review and health care systems;

Initiative;

Resourcefulness;

Tact;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in nursing, health administration, human services, social sciences, public administration or related field and two years of experience in health or human services administration.

NOTE: The two-years of experience is required. Education beyond the bachelor's degree cannot be substituted for the experience.