# MANAGED CARE COORDINATOR

## DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for coordinating all activities involving the enrollment of non-exempt Medicaid recipients into Managed Care programs such as Commercial Health Maintenance Organizations, Clinics, physicians groups or hospitals. The work involves the recruitment of managed care providers, the negotiation of specified contract terms, and the marketing of available plans to clients. Work is performed under the general supervision of a higher level administrative employee. Supervision is exercised over subordinate personnel.

## TYPICAL WORK ACTIVITIES:

1.  Assumes responsibility for the overall coordination of a Managed Care Program;
2.  Recruits Managed Care providers such as commercial Health Maintenance Organizations, Clinics, physician's groups, or hospitals;
3.  Negotiates certain terms of contracts with managed Care providers; negotiates changes at renewal; administers provisions of contracts;
4.  Markets available plans to clients;
5.  Enrolls clients in plans; confirms eligibility, performs data entry into the statewide computer system, sends notices to clients and providers;
6.  Reconciles monthly roster of clients in managed care programs;
7.  Updates computer data to reflect current client eligibility;
8.  Serves as liaison between clients and managed care providers;
9.  Ensures that all managed care providers are meeting quality assurance guidelines;
10. Develops and updates a local computer program to track utilization;
11. Oversees the preparation of periodic reports;
12. Provides or arranges for client education to insure effective use of the managed care system;
13. Supervises subordinate staff in the delivery of Managed Care Services and staff training;
14. Does related work as required.

## FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal and State legislation relative to the Medicaid Program, the operating characteristics of the Department of Social Services, the New York State Welfare Management System and Medicaid Management Information System; good knowledge of investigative techniques including interviewing procedures and practices; good knowledge of the design of automated systems used in Welfare Information Management; ability to negotiate effectively; ability to analyze facts and data and make accurate judgements regarding medical assistance eligibility; ability to communicate effectively both orally and in writing; ability to enter and retrieve information on a computer; good powers of observation and perception; ability to supervise the work of others; patience; tact; initiative; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Open Competitive:

EITHER:    (A)    Completion of two (2) years (60 credit hours) at a regionally accredited or New York State registered college or university and two (2) years of experience in the provision of a social welfare program,;

OR:    (B)    Graduation from high school or possession of an equivalency diploma and three (3) years of experience as described above;

OR:    (C)    An equivalent combination of training and experience as described in (A) and (B) above.

NOTE:   Social Welfare Program functions are limited to:
1.  The determination of financial eligibility;
2.  The performance of social casework;
3.  Determination and recording of the health insurance and medicare coverage of clients and facilitation of payment to vendors;
4.  Responsibility for the resource program of a municipal social welfare department or agency.

NOTE:  Clerical work experience other than that defined in 3 and 4 above will not be accepted.

Promotion:

Candidates must meet the Open Competitive Qualifications and possess one (1) year of permanent competitive class status in the Dutchess County Department of Social Services as a Social Welfare Worker II, Case Manager I, Third Party Resource Specialist, or Resource Consultant.