

MANAGED CARE COORDINATOR Tompkins County

Classification: Competitive

Labor Grade: 14

Approved: 0

MINIMUM QUALIFICATIONS: EITHER:

- (a) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelors Degree **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience in planning or administration of Social Services or health programs; **OR**
- (b) Graduation from a regionally accredited or New York State registered two year college with an Associates Degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in planning or administration of Social Services or health programs; **OR**
- (c) Any equivalent combination of training and experience as described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional position for all aspects of the planning, development, implementation and review of the Medicaid Managed Care Program in Tompkins County. Coordination of a variety of activities both internal and external to the Agency is required. The incumbent exercises supervision over the work of other staff assigned to this program. The Commissioner of Social Services exercises administrative supervision, with significant independent activity and independent judgment required. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Maintains current knowledge of and interprets applicable Federal and State laws, rules and regulations pertaining to Managed Care;
- Reviews and evaluates program design options and recommends preferred options to agency management;
- Writes Managed Care Plan and modifies as needed, obtains requisite approvals from all state authorities;
- Conducts or oversees client enrollment, provider transfer, client notification, client education and marketing function;
- Works with State and local DSS staff to develop policies, procedures and structures required to implement this program;
- Conducts or leads all program oversight, monitoring and data collection functions;
- Develops and maintains program budget;
- Maintains contacts and good professional relationships with all necessary components of the Social Services, health care planning and delivery system, including Managed Care Advisory Committee;
- Negotiates contracts with providers;
- Completes grant applications for the program;
- Plans, prepares and oversees the dissemination of Medicaid Managed Program information to participants and the general public;
- Directs training sessions relative to the program and conducts training for staff and/or clients;
- Prepares a variety of State and local reports about the program;
- Reviews and interprets a variety of reports and reads medical records in meeting the requirements of the program; and periodically reviews progress in implementing the program and makes recommendations about change, policy and structure.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Comprehensive knowledge of Federal, State and local laws and regulations as they affect the Managed Care Programs;
- Extensive knowledge of the Agency's overall programs, policies and procedures;
- Thorough knowledge of other laws and program regulations as they affect Managed Care, e.g., Medicaid, Alcohol and Substance Abuse, Developmental Disabilities and Mental Health;
- Knowledge of modern principles of supervision;
- Thorough knowledge of community resources;
- Ability to communicate well, negotiate and deal effectively with others;
- Ability to plan, coordinate, manage and supervise the work of others and to evaluate their performance;
- Ability to interpret and apply complex written material to specific situations;
- Ability to develop and effectively present training materials on specific program content;
- Ability to gather information and prepare reports;
- Ability to operate a personal computer using word processing, database management and spreadsheet software;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment; and
- Physical condition commensurate with the demands of the position.