

MANAGED CARE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for assisting the Director of Resource Recovery with the coordination, implementation and the monitoring of the activities required to provide Medicaid eligible recipients with medical assistance services from a managed care provider. The work involves the recruitment for and negotiation and monitoring of managed care contracts, as well as regular interaction between the client and Managed Care provider population to ensure quality of services. The work is performed under the general supervision of the Director of Resource Recovery with leeway allowed for the exercise of independent judgment and initiative in work methods. Difficult technical or policy problems are referred to the Director of Resource Recovery for decision or review of judgment. Supervision is exercised over the work of lower level employees assigned to the Managed Care program. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Assists in the negotiation of contracts with managed care providers in accordance with criteria and standards established in advance by the Ulster County Department of Social Services (UCDSS);

Ensures contract compliance by reviewing contracts and maintaining on-going communication between the department and managed care providers;

Reviews client and provider profiles for the purpose of identifying unusual utilization patterns;

Monitors clients' grievances, quality assurance procedures and prepares statistical reports on findings as needed;

Assists the data processing and clerical staff in designing and implementing automated systems and statistical procedures to monitor and assess the continued progress of the Managed Care program;

Acts as liaison between the department and managed care providers, in the absence of the Director of Resource Recovery, to resolve problems, exchange information and ensure the smooth flow of the day-to-day activities of the program;

Assists in the preparation of periodic fiscal and statistical statements and reports for agency use or submission to federal and state agencies;

Assists in maintaining sound public and community relations by participating in speaking engagements and presentations to familiarize the medical community and other outside agencies of the nature of the Managed Care program of the Department of Social Services;

Keeps abreast on all changes to federal and state legislation relative to Medicaid recipients and its' impact on the Managed Care program;

May conduct detailed data analysis to project Medicaid costs, develop Managed Care strategies and evaluate proposed contracts;

May assist in the development and implementation of a complete Managed Care Plan in accordance with federal and state guidelines and regulations and departmental needs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of Medicaid and other medical assistance programs, including Managed Care; good knowledge of health insurance plans, policies, procedures and payment scales; working knowledge of federal, state and local Medicaid laws and other medical assistance programs; ability to supervise the work of others; ability to readily acquire familiarity with departmental organization, functions, laws, policies and regulations; ability to review and assess health care programs; ability to maintain accurate records and reports; ability to understand and interpret complex written material; ability to communicate effectively both orally and in writing; good judgment; good organizational skills; resourcefulness; initiative; tact; 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 Bachelor's Degree in Business Administration, Human Services, Public Administration or a closely related field and one year of full-time paid, or its' part-time equivalent, work experience which involved working with health service providers in a social services agency, health related agency or health management organization; **OR**

B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Business Administration, Human Services or a closely related field and three (3) years of full-time paid, or its' part-time equivalent, work experience which involved working with health service providers, one year of which must have been in a supervisory capacity, in a social services agency, health related agency or health management organization; **OR**

C. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time paid, or its' part-time equivalent, work experience which involved working with health service providers, two (2) years of which must have been in a supervisory capacity, in a social services agency, health related agency or health management organization; **OR**

D. An equivalent combination of training and experience as described in A, B and C above.

Special Requirement: At time of employment and throughout employment in this title, the incumbent must possess and continuously maintain a valid New York State Driver's License appropriate to the vehicles being operated.

