

UTILIZATION REVIEW COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This is a professional administrative position involving the responsibility for ensuring the effective administration of Utilization Review functions, including Managed Care, at the Ulster County Mental Health Department. The employee is additionally responsible for providing support to the Standards Compliance function of the department. The work is performed under the general direction of the Standards Compliance Coordinator with wide leeway allowed for the use of professional judgement in carrying out department policy. Supervision of staff assigned to Utilization Review functions is a function of this class. 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.

Maintains an inventory of programs and services within the County mental hygiene system to facilitate the assignment of cases to the appropriate level of care;

Maintains systems for monitoring the amounts and types of services that are provided to managed care clients to ensure that only authorized visits are provided;

Conducts a thorough review of cases to ensure that the agency's policies and procedures for service delivery are followed and determines if there is reason to bring them before the Utilization Review Committee for formal action;

Applies agency criteria in the conduct of case identification and screening for utilization review;

Produces monthly statistical and other reports for the purpose of identifying potential agency cases for review by the Utilization Review Committee;

Participates in Utilization Review Committee meetings in a support capacity to facilitate and expedite the activities of the Committee;

Performs follow-up activities on behalf of the Utilization Review Committee, ensuring that Committee decisions are implemented, and develops summary reports of the Committee's activities and outcomes;

Reports to the Medical Director or designee regarding outcomes related to the Utilization Review Committee decisions;

Negotiates contracts with managed care organizations and insurance companies in accordance with criteria and standards established in advance by the Ulster County Mental Health Department (UCMHD) and the County Attorney's Office;

Advocates on behalf of clients and the UCMHD for authorization of services for managed care clients;

Files appeals and complaints to the NYS Health Department and the NYS Attorney General's Office with appropriate prior authorization;

Works collaboratively with the UCMHD Billing Office, Data Unit, and Medical Records Unit to accomplish the objectives of the organization and share information accordingly, making recommendations to maximize agency revenue.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of utilization review processes; good knowledge of performance standards for mental health professionals; good knowledge of managed care delivery systems; ability to learn and understand the codes, rules and regulations pertaining to mental health and substance abuse outpatient programs; ability to learn and understand clinical case record keeping as it relates to providing mental health services; ability to represent the agency in a professional manner; ability to work collaboratively with persons in a variety of professional, paraprofessional and support capacities; ability to establish goals and priorities; ability to conduct meetings on a professional level; ability to prepare written reports; ability to coordinate and supervise the work of others; tact; initiative; resourcefulness; sound professional judgement; 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 Master's Degree in Social Work or related field such as Psychology and one (1) year work experience in a mental health treatment setting such as a hospital, community health center, residential treatment center or other organized behavioral health care setting; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with a Masters Degree in Social Work or related field such as Psychology and three (3) years work experience in an organized health care setting such as a hospital, community health care center or residential health care center; **OR**
- C. Graduation from a regionally accredited or New York State registered college or university with a Bachelors Degree in Nursing (BSN) and current licensure as a Registered Professional Nurse by the New York State Department of Education and one (1) year of work experience in a mental health treatment setting such as a hospital, community health center, residential treatment center or other organized behavioral health care setting; **OR**
- D. Graduation from a regionally accredited or New York State registered college or university with a Bachelors Degree in Nursing (BSN) and current licensure as a Registered Professional Nurse by the New York State Department of Education and three (3) years of work experience in an organized health care setting such as a hospital, community health care center or residential health care center; **OR**
- E. Graduation from a regionally accredited or New York State registered college or university with a Bachelors Degree in human services, psychology, sociology or a closely related field and two (2) years of experience in a mental health treatment setting such as a hospital, community health center, residential treatment center or other organized behavioral health care setting; **OR**
- F. Graduation from a regionally accredited or New York State registered college or university with a Bachelors Degree in human services, psychology, sociology or a closely related field

and four (4) years of experience in an organized health care setting such as a hospital, community health care center or residential health care center.

- G. Graduation from a regionally accredited or New York State registered college or university with an Associates Degree in Nursing and current licensure as a Registered Professional Nurse by the New York State Department of Education and three (3) years of work experience in a mental health treatment setting such as a hospital, community health center, residential treatment center or other organized behavioral health care setting; **OR**
- H. Graduation from a regionally accredited or New York State registered college or university with an Associates Degree in Nursing and current licensure as a Registered Professional Nurse by the New York State Department of Education and five (5) years of work experience in an organized health care setting such as a hospital, community health care center or residential health care center; **OR**
- I. An equivalent combination of training and experience as described in A through H above.

ULSTER COUNTY
7485 UT REV CD
Classification: Competitive
Grade: 17
Union: CSEA

Adopted: September 5, 2003