Southwest Michigan BEHAVIORAL HEALTH

Position Available

INTEGRATED HEALTHCARE SPECIALIST

Southwest Michigan Behavioral Health • 5250 Lovers Lane, Ste. 200 • Portage, MI • 49002
September 29, 2014

Position Description:
Position Title: Integrated Healthcare Specialist
Department: Clinical Operations
Reports To: Director of Clinical Operations

Southwest Michigan Behavioral Health (SWMBH) is a $200 million governmental entity managing multiple Michigan Department of Community Health benefits management contracts and business lines over an eight county region in Southwest Michigan.

SWMBH is seeking a Integrated Health Care Specialist who is responsible for coordinating care for Medicaid/Medicare Eligible (MME) members. This position requires knowledge in Recovery, Self Determination, and Person Centered Planning (PCP). In addition, this position requires collaborating with the Integrated Care Organizations (ICOs) within the region, the Michigan Department of Community Health (MDCH), Southwest Michigan Behavioral Health (SWMBH), and Community Mental Health (CMH) staff. This role functions as the Prepaid Inpatient Health Plan (PIHP) liaison to the Integrated Care Coordinator for the MME Demonstration Project and provides oversight and monitoring of clinical contractual requirements and initiatives as part of the PIHP benefits management system. This position also manages Private Duty Nursing (PDN) to include assuring eligibility for and medical necessity of the PDN service by coordinating data entry and exchange with participant CMHs and MDCH, providing feedback of clinical performance data consistent with Federal, State regulatory and contractual requirements.

DUTIES and RESPONSIBILITIES:

- Supports the PCP process.
- Participates in the Level I Assessment when the enrollee has an identified Behavioral Health (BH), Substance Use Disorder (SUD), and/or Intellectual/Developmental Disabilities (I/DD) need.
- Completes a Level II Assessment of enrollees identified as having BH, SUD, and/or I/DD service and support needs.
- Coordinates resources and authorizes services
- Develops, with the enrollee and the Integrated Care Team (ICT), an Individual Integrated Care Service Plan (IICSP).
- Coordinates psychiatric, psychopharmacological, rehabilitative, and habilitative services and supports
- Manages transitions among acute and sub-acute levels of care and the community.
- Ensures urgent and emergent care (including emergency department and/or inpatient diversion) related to Exacerbation of BH, SUD, and/or I/DD conditions (including crises secondary to medical or chronic illness).
- Collaborates and consults with the ICO Care Coordinator regarding health, wellness, and preventative services for BH, SUD, and/or I/DD specialty populations.
- Communicates, coordinates, and monitors peer support/peer health navigator services
- Documents in the Integrated Care Bridge Record (ICBR) and communicates with the enrollee and Providers, as required.
- Conducts clinical pre-review and external audits.
- Recommends new models and innovative practices to improve integrated health practices.
- Manages the Health Home Pilot project and functions as the PIHP liaison.

- Provides on-going management, payment authorization determination, and oversight of the regional Private Duty Nursing services; conducts an annual determination of medical necessity criteria and valid annual nursing assessments, determines need for on-going nursing care, and Medicaid eligibility under the direction of a physician.
- Develops clinical policy and protocol.
- Provides call center support and documents utilization and access management services
- Identifies statistical programmatic, and clinical outliers utilizing established MDCH and agency protocols.
- Conducts consultation and review of the data.
- Performs other related functions, as assigned.

ESSENTIAL FUNCTIONS:

- Monitors the individual's physical and mental health, and their goals and outcomes.
- Collaborates with the ICO Care Coordinator and CMH Supports Coordinator or Targeted Case Manager on a wide-range of tasks including population and individual planning.
- Completes assessment tools for behavioral health populations within the demonstration.
- Functions as the liaison to the Integrated Care Coordinator for the MME Demonstration Project and as the Care Management liaison to the MHP/ICO for Healthy MI and Medicaid; provides oversight and monitoring of clinical contractual requirements and initiatives as part of the PIHP benefits management team.
- Manages private duty nursing including ensuring annual eligibility for and medical necessity of the PDN service, coordinates data entry and exchange with participant Community Mental Health Services Programs (CMHSPs) and MDCH, and provides feedback of clinical performance data consistent with Federal and State regulatory and contractual requirements.

QUALIFICATIONS:

- Licensure as a Registered Nurse (RN) is required.
- Licensed Master Social Work (LMSW), Limited License Psychologist (LLP), or Licensed Professional Counselor (LCP) is preferred.
- Certified Addiction Counselor I and II, or qualified for a registered development plan with Michigan Certified Board for Addiction Professionals is preferred.
- Minimum of three years of experience in the mental health and substance abuse field is required; experience with all target populations and direct experience performing benefits and/or utilization management in a managed care setting is preferred.
- Thorough working knowledge of the CMHSP system, 42 CFR, Michigan Mental Health Code, and Michigan Public Hearing Code is required.
- Strong oral and written communication skills, and excellent interpersonal skills; excellent critical thinking and organizational skills; demonstrates effective interpersonal skills and customer service practices for a diverse population, primarily using telephonic methods.
- Ability to manage multiple projects simultaneously and meet required deadlines.
- Ability to collaborate with others within a team environment and effectively work independently.
- Understands the Diagnostic Statistical Manual (DSM) IV/V and American Society of Addiction Medicine-Patient Placement Criteria (ASAM-PPC) and demonstrates competence in making mental health and chemical dependency provisional diagnoses with available information.
- Understands mental health and chemical dependency inpatient, partial hospital, intensive outpatient program (IOP) and outpatient modalities based on an assessment and medical necessity criteria.
- Ability to relate and discuss benefit, medical necessity, and clinical information with Provider Network.

- Demonstrates knowledge of community resources by making appropriate referrals for crisis callers.
- Technology literate and working knowledge of Microsoft Office applications.
- Life experiences with diverse racial, ethnic, and cultural backgrounds, including experience with behavioral health issues is preferred.
- Must be supportive of culturally competent recovery-based practices and person-centered planning as a shared decision making process.
- Must support a trauma informed culture of safety to aid consumers in their recovery process.

Individuals of diverse racial, ethnic, and cultural backgrounds including those with lived experience with behavioral health issues along with bilingual candidates are encouraged to apply.

Please apply through the Southwest Michigan Behavioral Health website at www.swmbh.org by October 12, 2014. Emailed resumes will not be accepted.
Position includes a full benefit package and salary is commensurate with experience.

SNAPSHOT

Job Title: Integrated Healthcare Specialist
Experience: 3 Years
Position Type: Exempt
Industry: Healthcare
Required Travel: Local and Regional
Manages Others: No