



Position Available

Screening, Assessment and Referral Specialist

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

April 3, 2015

Position Description:

Position Title: Screening, Assessment and Referral Specialist

Department: Clinical Operations

Reports To: Chief Clinical Officer

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 Screening, Assessment and Referral Specialist who is responsible for providing triage and referral for MI Health LINK callers, completing applicable LOCUS and ASAM assessments in a timely, reliable, valid and respectful manner and follow up care coordination. This position is responsible for scheduling, rendering service, and completing any related documentation within the established timelines.

Duties and Responsibilities

- Provide telephonic triage and referral, and accurate documentation for member and provider network callers using agency standards and guidelines; demonstrates appropriate use of medical necessity criteria, clinical protocols and has the ability to identify when a member has urgent or emergent needs and requires immediate intervention with clinical staff; utilizes clinical supervision and consultation appropriately to ensure work within the scope of practice.
- Participate in LOCUS and ASAM training and remain current regarding the standards associated with LOCUS and ASAM and maintain a minimum reliability status based on Inner-rater Reliability testing.
- Provide interpretation and analysis of the LOCUS and ASAM results.
- Complete Level II Assessment tools of MI Health Link enrollees identified as having BH and/or I/DD service and support needs
- Coordinate resources and authorize BH services for MI Health Link enrollees
- Participate with the MI Health Link enrollee and the integrated care team (ICT), in the development of an individual integrated care service plan (IICSP)
- Coordinate psychiatric, psychopharmacological, rehabilitative, and habilitative services and supports
- Ensure urgent and emergent care (including emergency department and/or inpatient diversion) due to exacerbation of BH, SUD, and/or I/DD conditions (including crises secondary to medical or chronic illness)
- Perform supports coordination on behalf of the member, telephonically or face-to-face, which includes linking to, coordinating with, follow-up of, advocacy with, and/or monitoring of services and supports, coordination with the Medicaid Health Plan, Medicaid fee-for-service, or other health care providers.
- Coordinate and monitor in accordance with the IICSP activities for health-related behavioral conditions of MI Health Link enrollees with BH, SUD, and/or I/DD conditions
- Collaborate and consult with the SWMBH Integrated Care Specialist and ICO Care Coordinator
- Communicate, coordinate and monitor peer support/peer health navigator services
- Recommend new models and innovative practices
- Provide and document MI Health Link access management services for SWMBH, the Provider Network, and covered customers.
- Conduct consultation and review of MI health Link outlier data
- Delivers best-in-class customer service to the following; Consumers, Families, Guardians, Funding Sources, Providers, Employees, etc.
- Ensure that all MI Health Link member related services and reports are delivered within the specified timeframes, as established by standards of practice.

Position Available

- Ensure that all MI health Link related services are coordinated and meets the individual's needs and expectations, and are rendered in a dependable and timely manner; ensure all customer interactions are conducted with dignity and respect.
- Perform other related functions, as assigned.

Essential Functions:

- Screening, assessment and referral of MI Health Link members including services and coordination with others in care planning.
- Ensure assigned MI health Link LOCUS and ASAM and Level II assessments are completed in a timely, reliable, and respectful manner that is consistent with both agency philosophy and standards, as well as consistent and valid pertaining to the LOCUS and ASAM tools.
- Collaborations with the PIHP Integrated Care Specialist and ICO Care Coordinator on a wide-range of tasks including population and individual planning.
- Schedules, renders service and completes all required documentation within the specified timeframe.
- Delivers best-in-class customer service and ensures that all customer related services meet the individual's needs and expectations, and the customer is treated with dignity and respect at all times.

Qualifications

- Bachelor's Degree in a Human Services related field with 5 years' experience or Master's Degree in Human Services related field required
- Licensed Bachelors Social Worker, Licensed or Limited Licensed Master Social Work (LLMSW or LMSW), Limited License Psychologist (LLP), or Licensed Professional Counselor (LCP) preferred.
- Certified Addiction Counselor I and II, or qualified for a registered development plan with Michigan Certified Board for Addiction Professionals preferred
- Experience with target populations and direct experience performing benefits and/or utilization management in a managed care setting is preferred.
- Pass with proficiency all applicable screening and assessment tool trainings or certifications and demonstrate adherence to fidelity of the tool.
- Understand the Diagnostic Statistical Manual (DSM) IV/V, Level of Care Utilization Screening criteria and American Society of Addiction Medicine-Patient Placement Criteria (ASAM-PPC) and demonstrate competence in making mental health and chemical dependency provisional diagnoses with available information.
- Understand 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 establish effective working relationships rapidly by telephone to gather necessary information quickly and accurately under occasionally difficult circumstances.
- Ability to relate and discuss benefit, medical necessity, and clinical information with Provider Network.
- Demonstrate knowledge of community resources by making appropriate referrals for crisis callers.
- Demonstrate knowledge of Provider Network specialties and makes appropriate referrals based upon clinicians' participation in Provider panels.
- Technology literate and working knowledge of Microsoft Office applications including, Word, Excel, Outlook, and PowerPoint.
- Strong oral and written communication skills, and excellent interpersonal skills; excellent critical thinking and organizational skills; effective group facilitation skills is preferred.
- Ability to manage multiple projects simultaneously and meet required deadlines.
- Ability to collaborate with others within a team environment and effectively work independently.
- Willingness and ability to travel to all service locations is necessary.



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- 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 complete application, submit cover letter and resume through the Southwest Michigan Behavioral Health website at www.swmbh.org by April 18, 2015. Position includes a full benefit package and salary is commensurate with experience.

SNAPSHOT

Job Title: Screening, Assessment and Referral Specialist

Experience: 5 Years

Position Type: Clinical

Industry: Healthcare

Required Travel: As Needed

Manages Others: No