

Department: Social Services

Classification: Competitive

Grade: 11

SPEC DISK C7

DOCUMENT 03

MANAGED CARE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for assisting in the development, implementations, and operation of the County Managed Care Plan. The work is performed under the general supervision of the Director of Administrative Services, who reviews work in progress for accuracy and adherence to established standard. Supervision is exercised over Social Welfare Examiners and clerical staff. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in the preparation of the County Managed Care Plan, including data collection;
Reviews documents available in the agency; files to verify eligibility and/or to determine the additional action necessary to verify eligibility.
Assists with staff development and training of Social Welfare Examiners and other units involved in the plan enrollment or removal procedures.
May provide direct assistance to clients in obtaining Plan services.
Appears at administrative or judicial proceeding when required to interpret decisions on applications.
Prepares required statistical reporting appropriate to action.
Assists in developing marketing strategies to promote and maintain provider participation in plan.
Reviews Social Welfare Examiners' recommendations and approves or disapproves them.
Assists in settling client grievance and provider problems.
Facilitates and participates in quality assurance committees in various managed care models.
Assists in preparation of informational materials for potential enrollees.
Assists in the formulation of policies and procedures, and interprets federal, state, and local policies and programs.
Establishes necessary controls for determining staff performance and makes necessary evaluations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of Social Service Managed Care Program; good knowledge of Medical and other Medical Assistance programs; good knowledge community medical and health care programs; good knowledge of social factors affecting illness; good knowledge of principals and practices of marketing; ability to interpret Medical Assistance regulations, rules, requirements and objectives; ability to express oneself orally and in writing; ability to establish and maintain a good working relationship with others; ability to supervise the work of others; physical condition commensurate with the physical demands of the position.

MINIMUM QUALIFICATIONS:

Promotion: Two years of permanent competitive status as a Social Welfare Examiner.

Open Competitive: Graduation from high school or possession of an equivalency diploma and four years of experience in examining, investigating, or evaluating claims for assistance, veterans, or unemployment benefits, insurance, or a similar program operating under established criteria for eligibility. Satisfactory paid experience in a position involving developing, planning or administering Social Services, public assistance or health programs in an agency adhering to acceptable standards.

NOTE: Study in a regionally accredited or New York State registered college or university or a business school registered by New York State may be substituted for two years' experience on a year for year basis.

