



Job Description

Job Title: Health Homes Plus Care Manager

Reports to: Health Homes Supervisor or Director

FLSA Status: Non-Exempt

Date Approved: 12/22/20 KAR

SUMMARY

Provide direct care management services to Medicaid enrolled individuals and coordinate all aspects of patient care with outside providers of primary care and community support services.

ESSENTIAL FUNCTIONS

- Conduct appropriate screening and either perform or arrange for more detailed assessments when needed (e.g., high-risk substance use or mental health related indicators, harm to self/others, abuse/neglect, and domestic violence).
- Complete the required New York State Eligibility Assessment for Health and Recovery Plan (HARP) enrolled members.
- Plan and coordinate care management needs for high-need individuals with Serious Mental Illness (SMI) including:
 - Navigate the mental health service system in order to make appropriate referrals to mental health housing services, crisis intervention/ diversion, and/or peer support services.
 - Knowledge of the behavioral health managed care benefit package in order to identify available services and make appropriate referrals with the client.
 - Collaborate with inpatient staff and Managed Care Organizations (as applicable) to affect successful transitions out of inpatient or institutional settings.
 - Address the quality, adequacy, and continuity of services to ensure appropriate support for individuals' mental health and psychosocial needs.
 - Complete plans of care and coordinate with Managed Care Organizations for HARP members utilizing the Home and Community Based Services (HCBS) benefit package.
- Maintain engagement with individuals who are often disengaged from care, have difficulty adhering to treatment recommendations, have a history of homelessness, criminal justice involvement, first-episode psychosis, and/or are transition age youth. This includes use of techniques such as motivational Interviewing, suicide prevention, risk screening, trauma informed care, person-centered care planning and interventions and recovery-oriented approaches (e.g., WRAP).
- Complete a comprehensive Care Management Assessment for each client at least once a year or as required by standards
- Develop a patient-centered Care Plan in collaboration with the patient to be updated every six months or as needed
- Maintain patient records in accordance with Health Home and Department of Health requirements and HIPAA regulations.

EDUCATION/LICENSES/CERTIFICATIONS

- A Master's degree in a qualifying field. Qualifying fields include education degrees featuring a major or concentration in social work, psychology, nursing, rehabilitation, education, occupational therapy, physical therapy, recreation or recreation therapy, counseling, community mental health, child and family studies, sociology, speech and hearing or other human services field and one (1) year of Experience OR
- A Bachelor's degree in one of the qualifying fields (see above) and two (2) years of Experience OR
- A Credentialed Alcoholism and Substance Abuse Counselor (CASAC) and two (2) years of Experience OR
- A Bachelor's degree or higher in ANY field with either: three (3) years of Experience, or two (2) years of experience as a Health Home care manager serving clients with Serious Mental Illness (SMI) or SED population

SKILLS/EXPERIENCE

- Providing direct services to people with Serious Mental Illness (SMI), developmental disabilities, alcoholism, or substance use disorder, OR
- Linking individuals with SMI, SED, developmental disabilities, and/or alcoholism or substance abuse to a broad range of services essential to successful living in a community setting (e.g., medical, psychiatric, social, educational, legal, housing, and financial services)
- Must have transportation and a valid license.

OTHER REQUIREMENTS

- Must demonstrate a commitment to working as part of a multi-cultural staff to provide culturally appropriate services to a widely diverse client population.
- Performs all job functions in compliance with applicable federal, state, local and company policies and procedures.
- Accesses only the minimum necessary protected health information (PHI) for the performance of job duties. Actively protects the confidentiality and privacy of all protected health information they access in all its forms (written, verbal, and electronic, etc.) taking reasonable precautions to prohibit unauthorized access. Complies with all Huther Doyle privacy policies, procedures and protocols. Follows HIPAA privacy guidelines without deviation when handling protected health information.

WORKING CONDITIONS / PHYSICAL DEMANDS

Office environment requiring frequent sitting, standing, walking, typing, and communication with clients. Consistent contact with highly diverse client population in situations that may often be stressful and emotionally charged. Also requires frequent contact with clients in the community: at their residences, at service provider locations or at neutral community locations such as a library or community center. May require visiting people in a variety of locations throughout Monroe County and beyond.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified .

Huther Doyle is committed to a policy of non-discrimination and equal employment opportunity. All clients, employees, applicants, and other constituents of Huther Doyle will be treated with respect and dignity regardless of race, national origin, gender, age, religion, disability, veteran status, marital / domestic partner status, parental status, sexual orientation and gender identity and / or expression, or other dimensions of diversity.

Note: External and internal applicants, as well as position incumbents who are or become qualified disabled individuals, as defined under the Americans with Disabilities Act, must be able to perform the essential job functions either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.