

LANCASTER COUNTY
MENTAL HEALTH MANAGED CARE COORDINATOR

NATURE OF WORK

This is human service work obtaining demographic and payment information from clients admitted to an inpatient mental health facility.

Work involves obtaining insurance, Medicaid and Medicare approval for facility admission/commitment and treatment of clients. Work also involves meeting with managed care representatives to review client's clinical status, arranging client discharges and coordinating Mental Health Board meetings. Supervision is received from an administrative superior with work reviewed in the form of reports, conferences and results achieved.

EXAMPLES OF WORK PERFORMED

Collect insurance information from client's admission records or from personal interview; contact payment provider to obtain pre-certification for Crisis Center admission and verify coverage/benefits; follow-up with payment provider on requested basis to provide updated information and advise of discharge plans; forward necessary forms and payment requests to facility billing department for processing.

Participate in multidisciplinary client meetings to obtain team treatment recommendations; arrange and conduct meetings with Managed Care/Medicaid personnel concerning Crisis Center clients to provide and discuss client progress and clinical information; complete necessary screenings for County Mental Health Board hearings and voluntary admissions; document and maintain client records concerning Board recommendations.

Coordinate client discharge to other mental health facilities when indicated; answer questions regarding facility procedures from client's families, support/placement agencies and payment provider representatives; develop, revise and maintain client chart forms; maintain facility web page; assist other facility personnel in computer hardware and software use.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Knowledge of mental health assessment, treatment and evaluation methods and procedures.

Knowledge of the principles and practices used in determining medical service eligibility and service reimbursement.

Knowledge of personal computer systems, common office software applications, HTML language and web page maintenance.

Knowledge of local and state human service agencies and the services provided to clients.

Ability to develop, revise and maintain agency forms, documents and confidential records.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with co-workers, clients, reimbursement representatives, legal and medical personnel and the general public.

Ability to organize tasks and establish priorities.

DESIRABLE TRAINING AND EXPERIENCE

Associate's Degree or equivalent in business, behavioral science or human services with experience coordinating client admission/discharge and obtaining service reimbursement within a mental health or medical treatment environment.

MINIMUM QUALIFICATIONS

Associate's Degree or equivalent in business, behavioral science or human services with some experience coordinating client admission/discharge and obtaining service reimbursement within a mental health or medical treatment environment or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: _____
Department Head

Personnel Director

11/00

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