

Children's Home of Kingston **Job Description**

Job Title: Managed Care Liaison
FLSA status: Non-Exempt
Reports to: Director of Finance / CFO
Reporting to This Position: None

Position Summary:

Primarily responsible to be the primary agency liaison with Manage Care Organizations and VFCA staff providing the services. Maintaining individual files, maintaining all benefits. Maintain excellent communication with families/advocates/Federal, State and local agencies. Maintain communication with medical offices, managed care organizations and coordination of insurance. An employee in this position is responsible for maintaining/keeping current and active: all benefits and funding.

Position Responsibilities:

In a manner consistent with CHK's Mission Statement and Unifying Principals and applicable laws and regulations, an employee in this position shall:

- Coordinate with the Medicaid Managed Care Providers (MMCP) foster care liaison and all associated benefits for the child.
 - Inform / coordinate with MMCP when the child's primary care provider needs to be changed.
 - Provide primary contact for the MMCP to assist with:
 - MMCP enrollment, disenrollment, transitions.
 - Issuance of welcome letter
 - Securing identification showing effective enrollment date replacement of needed cards.
 - Assist with foster care placement changes including:
 - Access to health care; facilitate a single case agreement when a child is placed outside of the MMCP service area or provider network.
 - Interact with clinical and billing staff.
 - Refer children for needed services and assist with provider selection
 - Coordinate with health care providers, including school and community based services.
 - Maintain eligibility for public or private health insurances and benefits.
 - Maintain business relationship with families and/or guardians of individuals in our care with regard to financial matters.
 - Assist with consent/confidentiality issues and oversee all business functions. Assist with court ordered services and benefit fair hearings. Inform and coordinate with MMCP when a child's primary care provider needs to be changed.
 - Perform other related duties as required.
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- **Essential Skills and Experience:**
 - Ability to speak, read, and write English fluently which allows full communication with agency staff and 3rd parties.

- Ability to perform highly exacting work, complex in nature, and to exercise sound judgment. Ability to evaluate facts, interpret results, and make recommendations.
- Working knowledge of computer accounting system, spreadsheet, and word processing software (Excel and Word).
- Possess a valid driver license with a driving record acceptable to CHK's insurance carrier and possess the ability to drive agency vehicles to other agency sites and places for training purposes.
- Ability to use sound judgment while following agency policies, practices and procedures.

Education, Training and Experience:

Associates degree in accounting or business OR Benefit Planners Certification, and working knowledge of Windows Office software (Excel, Word).

OR

High School diploma, plus two years' experience working with Public Benefits funding plus one year experience working with Windows Office including Excel and Word. Child welfare system, Foster Care health care requirements, complex needs of foster care population; Medicaid Managed Care policies and operations.

Physical Demands and Work Environment:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Physical Demands:

While performing the duties associated with this position, an employee will be called upon to operate office equipment including but not limited to: laptop and desktop PCs; printers; copiers; electronic calculators; shredders; fax machines; telephones and, typewriters.

Employees will regularly be required to stand; walk; sit; use hands (or hands and arms) to carry, finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; crouch and kneel. Employees will also be regularly required to hear (with or without hearing devices), see (with or without corrective lenses) and speak.

Working Conditions and Environment:

While performing the duties associated with this position, an employee will be in an office setting; in a van or other vehicle; or, in the community at large (attending seminars, conducting training sessions).

General Sign-Off: The employee is expected to adhere to all CHK policies and practices. I have read and understand this job description and fully accept the responsibilities of this position.

Staff Signature: _____ Date: _____