

MANAGED CARE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is specialized clerical and program assistance work of a moderately complex nature involving a responsibility for providing support for the various activities of administering a state-mandated managed care plan in the Department of Social Services. The work is performed under the direction of the Managed Care Coordinator. Work guidance (e.g. lead worker) may be provided to a small number of clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Answers telephone, takes messages and provides answers to questions relating to the clerical processes and routine matters pertaining to the mandated managed care plan;
Types correspondence from rough notes primarily for the Managed Care Coordinator;
Verifies and records information and codes (for Medicaid, temporary assistance, food stamps, managed care, etc.) on applications for public assistance;
Provides assistance (e.g. gathers information, prepares program-related materials) to professional and technical staff for the development and implementation of special projects;
Contacts clients to obtain information (e.g. the number of newborn children in a family to enroll them in a managed care program);
Enters data into computer concerning managed care enrollment and disenrollment of clients;
Prepares reports, as directed and in accordance with guidelines;
Develops and prepares forms and informational materials;
May operate a variety of office machines, such as photocopy, word processing, data entry, calculator.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of business arithmetic and English; good knowledge of office terminology and practices; working knowledge of Federal, State, and local Medicaid laws, especially as they pertain to the State-mandated managed care program*; working knowledge of social services laws and programs, especially as they pertain to the New York State mandated managed care program*; ability to understand and carry out moderately complex oral and written instructions; ability to use computer software as it pertains to the managed care program*; ability to prepare correspondence, reports and other material from general instructions; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and three (3) years of office clerical or business experience.

*To be demonstrated during the probationary period.