

## **MANAGED CARE SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This is primarily specialized liaison work of a moderately complex nature involving responsibility for providing information, resolving problems, and overseeing the day-to-day activities related to a state-mandated managed care program. The work also involves responsibility for monitoring program data and maintaining managed care-related records. The work is performed under the general direction of the Managed Care Coordinator and work guidance (e.g. lead work) may be provided to clerical staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Facilitates client enrollment in the County's Managed Care Program by providing general information to individuals and community groups, explaining differences in plans, answering questions, etc.;

Authorizes managed care benefits and services, when appropriate;

Acts as liaison to providers and medical personnel in order to resolve problems, exchange information, and ensure the smooth flow of the day-to-day activities of the program;

Monitors enrollment data in order to reconcile the department's records with providers' records and ensures reimbursement;

Authorizes payments to vendors providing managed care services;

Creates and maintains enrolled and disenrolled managed care client files, using the Welfare Management System and LDSS-related programs;

Promotes the managed care program and facilitates the provision of appropriate medical services to eligible clients by meeting with department staff and providers in order to describe services and explain procedures.

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

Good knowledge of Federal, State and local Medicaid laws, especially as they pertain to the state-mandated managed care program; good knowledge of social services laws and programs; working knowledge of interview techniques and principles; ability to understand and interpret moderately complex regulations and guidelines pertaining to managed care programs; ability to prepare routine reports; ability to establish and maintain cooperative relations with others; ability to utilize WMS and the LDSS system\*.

### **MINIMUM QUALIFICATIONS:**

Completion of two (2) years of college equivalent to a minimum of sixty (60) credit hours and two (2) years experience in examining, investigating or evaluating claims for assistance or a similar program operating under established criteria for eligibility.

\*To be demonstrated during the probationary period.

R.C.D.P. (07.12.1999) 08.06.2015  
Competitive