



## Health Home Care Manager

### Essential Job Functions

#### Qualifications

Ideal candidates will have at least a Bachelor's Degree, preferably with 2 years of human services/care management/early intervention/child serving related experience, or other experience supporting children and families with long term, chronic health conditions or developmental disabilities. Candidates with other qualifications may be considered. Compensation commensurate with education/experience.

Care Managers report to a specific supervisor, participate in a team based management model and respond to work audits prepared by the QA coordinator.

#### Job Responsibilities

##### • Customer Service

- Coordinate service for 15 to 25 children/youth and conduct monthly meetings
- Compile documentation (Consents, IEP, psych, social, medical, etc.) necessary to coordinate enrollment and secure services on behalf of clients, maintaining ongoing Medicaid, program and service eligibility
- Identify service needs, issues and concerns and proactively follow-up
- Collaborate with families, professionals and other involved parties to develop a comprehensive plan of care, completing ongoing timely reassessments
- Communicate in writing or by telephone with providers and families to resolve issues, secure services and advocate for change
- Return telephone calls and emails promptly
- Visit with client and or guardian (caregivers) in the program as prescribed by programmatic regulation or at the request of the family
- Advocate for services as requested by family
- Establish availability to accommodate the families
- Acquire knowledge and recall of families being served
- Develop well written, comprehensive case notes, service plans and assessments
- Act as liaison between client/family & Medicaid, LDSS, SSA, school, providers, etc.

##### • Record Management/Regulatory Compliance

- Demonstrate command of regulatory requirements through timely and accurate completion of required paperwork, case notes and billing
- Maintain neat and presentable physical & electronic case records for each person served
- File essential documents according to table of contents and Health Home policy
- Maintain ongoing case note entries for each event, conversation or meeting that occurs on behalf of a client to advance their plan. Ensure all billing standards are met
- Draft updated plan documents at least every 6 months for each client with more frequent updates as needed. Complete comprehensive assessments, crisis and emergency plans

##### • Internal Reporting

- Submit accurate and complete billing sheets, disposition logs, site visit schedules and reports, rental requests, and expense reports to the supervisor on time
- Complete time sheets accurately based on time of arrival, departure, lunch, breaks and site visit leave
- Complete time-off requests in advance to ensure prior supervisory approval
- Submit billing to Supervisor & Director of Programs monthly for each client



• **Administrative**

- Understand and follow all SKIP and program-related policies and procedures
- Demonstrate strong written and verbal communication skills and attention to detail
- Team-oriented and able to work well with other team members and with various other internal and external personnel
- Attend regular staff meetings and participate in bi-weekly supervision
- Attend external training opportunities as scheduled
- Ensure all work efforts and activities completed on behalf of families are case noted, entered in electronic record system and filed daily
- Achieve satisfactory billing/documentation and overall program compliance
- Maintain audit ready, neatly kept records
- Complete appropriate reports for Supervisors, Director and others as requested
- Report changes of address, phone number or program designation updates
- Demonstrate knowledge of all SKIP services and programs
- Demonstrate knowledge of programs and services available to assist population
- Maintain CANS-NY certification
- Satisfy ongoing training requirements. Effectively work within Health Commerce System, Uniform Assessment System (UAS), MAPP-Health Home Tracking System, Health Home Care Management electronic health record systems, NYEIS, using various other health information technology as required. Complete additional DOH, Health Home and agency-specific trainings as needed
- Ensure client confidentiality and privacy is maintained

• **Physical Requirements**

- Go to client homes or community locations where there may be animals present
- Climb stairs and take elevators
- Use public transportation. Possibly drive long distances, going to distant counties
- Lift heavy client charts
- Attend IEP meetings, tours of schools/programs, attend fair/impartial hearings
- Conduct site visits and monthly meetings in all areas of the State

**Employee Acknowledgement**

The job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential or non-essential functions, duties, or responsibilities not listed herein. Management, at its sole discretion, reserves the right to change, alter, and/or otherwise modify this job description at any time.

Regular, dependable attendance and punctuality are essential to this position.

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Employee Signature

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Date

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