View Job Posting: Clinical Care Specialist

Title: Clinical Care Specialist

Job Opening ID: 2861

Description:

Date: 03/17/2018

Recruiting Location: One Judiciary Square

Position Title: 00080724

Full/Part Time: F

Regular/Temporary: R

Salary: 87,607 to 112,695 US Dollar per Year

General Job Information

When you become a member of Team DHCF (Department of Health Care Financing), the state Medicaid agency for the District of Columbia, you join our "Mission Possible." We work every day in concert with various District government agencies, to deliver innovative, comprehensive, affordable and quality healthcare services for District residents. Whether your position within our agency, you will positively impact beneficiaries, their families and their future. We invite you to bring your skills, your experience and your passion to a job that makes a difference!

Your QOQ: 5 - 11 am - 4:45 pm (Monday thru Friday)

Promotional Potential: None

Duration of Appointment: Career Service

Collective Bargaining: This is an open position subject to union representation.

Duties

Brief Description of Duties:

This position is located within the Department of Health Care Delivery Management Administration (DHCDMA) and reports to the Director of DHCDMA. This position has the primary responsibility for implementing and managing care coordination programs across the Medicaid service delivery system. Specifically, the position will be responsible for implementing and oversight of DHCF’s early intervention and home and community care programs and other initiatives designed to improve care coordination and accountability for beneficiary health outcomes. This position is accountable for:

- Responsible for implementing and managing DHCF’s primary care home program(s) and initiatives, targeting beneficiaries enrolled in the District’s Five-Five-Select (FFS) program.
- Responsible for developing and implementing processes, procedures, tools and resources for program development and oversight of programs, including but not limited to health homes, designed to benefit enrolled in the District’s FFS program and Managed Care program, as applicable, aimed at improving health outcomes and care experience.
- Responsible for collaborating with the Division of Quality and Health Outcomes (QDO) to develop and implement standards and protocols that guide care coordination and care management in both the FFS and Managed Care programs.
- Facilitate and provide technical assistance to promote the transformation of primary care practices to Health Homes through provider education and training on systems and processes developed specifically for use throughout the program.
- Work with Development and Maintenance of Partnerships with health care providers and DHCF Programs to address topics impacting service delivery and health outcomes to ensure health homes are able to develop and implement systems and processes to ensure quality and timely care for beneficiaries.
- Collaborate in the development, implementation, and maintenance of provider and community-based protocols, procedures, tools, and resources designed to support and enhance the use of health home services by program beneficiaries and other stakeholders to drive quality, improve health outcomes, and maintain program integrity.
- Serve as a point of contact and coordination for health care providers, community organizations, social service programs, FFS Medicaid beneficiaries and other stakeholders regarding coordination of medical and behavioral health services.
- Participate in DHCF’s Behavioral Health Coordinator, Program Manager of QDO, and appropriate, provider groups, to assess the status of beneficiary care with complex conditions, frequent utilization and other distinguishing factors to referring physicians.
- Participate and when necessary, facilitate Health Home team meetings, participates in health care improvement initiatives to assess performance, develop strategies and interventions, and assess impact.

Salary: $87,607 to $112,695

Other Information:

- Visit the website: https://pshc.gov

https://pshcm.dc.gov/pse/hcmprd/EMPLOYEE/HRMS/c/e/HRS_HRS.HRS_REC_SCHJOB... 3/2/2018
• Manage and co-manage patients including, but not limited to, medical, health, marital, behavioral health programs, substance abuse programs and other projects under development.
• Perform as a member of a multi-disciplinary team responsible for monitoring and evaluating health care programs and service delivery practices of EHS vendors and health care providers.

Conditions of Employment

Working Conditions

The work is normally performed in an office setting.

Employment Benefits

Promotion Potential

None

Qualifications

Basic Requirements

Necessary knowledge of clinical care coordination activities and principles to perform work as a clinical case coordinator to ensure continuity of care and clinical evaluations are needed for appropriate provision of health care services and other levels of care.

Broad knowledge of processes or methods to provide images to medical services, clinical authorization, and steps of case determinations to providers.

Advanced problem solving skills to identify alternative approaches to care.

Knowledge of relationship development and collaboration with other city services, providers or other agencies and entities that also affect access and services within the healthcare delivery system.

Expert knowledge of prior authorization review, contracted stay and discharge reviews for health care services to ensure the appropriate level of care.

Knowledge of a full range of professional health care principles, practices, and procedures applied in providing health care services to facilities, clinics, homes, schools and other health care settings.

Skill in managing assigned responsibilities, demonstrates initiative, establishes priorities and makes recommendations and decisions.

Experience using computer software, including data analytics software.

Proficient in Microsoft Office, specifically, Word, Excel and Access.

Advanced skill in effectively interpreting, analyzing, evaluating health care data, and preparing reports and in analysis.

Advanced skill in communicating effectively orally and in writing.

Ability to interpret and demonstrate knowledge of the agency's mission, goals, and programs.

Skill in composing correspondence requiring broad knowledge of health care procedures and practices.

Expert knowledge and experience in using diagnostic, procedural and other health care administrative coding standards used in health care settings.

Skill in establishing and maintaining effective relationships with co-workers, supervisors and representatives of other organizations to resolve routine problems and provide advice and assistance in client matters.

Expert knowledge of medical terminology and ability to effectively develop a treatment or care plan.

Other Significant Factors

Incumbent in this position must have clinical knowledge and five years of clinical work experience in coordinating care and services within a healthcare setting.

Five years of work experience and knowledge of care coordination/management procedures and practices.

Travel within the District of Columbia may be required for this position.

Incumbent may be required to work rotating shifts, be on-call in emergency situations such as natural and environmental disasters, public health incidents and emergencies/engaging in work location assignments and program requirements.

Bachelor’s Degree in Public Health or Healthcare Management preferred and/or a minimum of three (3) years of administrative clinical experience within a health care setting.

Qualifications

Education Requirement

Possession of a bachelor’s or higher degree with major study in an academic field related to Health Sciences or Allied Sciences is acceptable to the work of the position.

Qualifications

Generalized Experience:

Experience that equips the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position. This is typically obtained or related to the work of the position in not less than one (1) year of specialized experience that must have been equivalent to the work in the occupation in the employing organization. Examples of general experience include administrative or clinical experience within a health care setting or clinical work experience in coordinating care and services within a health care setting.

Closing Statement

Job Offers

Official Job Offers are made by the D.C. Department of Human Resources Only.