

Medical Mgt. Program RN Case Manager – Job Description

White Stone Healthcare Resources is an Equal Opportunity Employer and an E-Verify participant that recruits and hires qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, ancestry, citizenship, disability, or veteran status.

JOB SUMMARY

The position provides Case Management services for TRICARE beneficiaries. The Case Manager RN is responsible for screening referrals for Case Management and performing a comprehensive assessment. The CM RN develops and implements an individualized Care Plan and is responsible for monitoring for effectiveness and desired outcomes. Reviews and performs reassessments as needed to ensure identified needs are addressed. CM RN is responsible for reviewing and processing authorization and referral requests according to policy. Case Manager RNs are responsible for reviewing and being knowledgeable regarding the scope of practice of their state of licensure.

QUALIFICATIONS

Required

- U.S. citizenship
- Current unencumbered state license as a Registered Nurse
- Two years full-time equivalent of direct clinical care to the consumer
- Ability to obtain a URAC-recognized certification in case management within three (3) years of hire
- Highly reliable; strong work ethic

Preferred

- 2 years case management experience
- URAC-recognized case manager certification

KEY RESPONSIBILITIES

- Applies knowledge of HIPAA privacy and security regulations as well as URAC accreditation standards to ensure compliance in daily practice.
- Screens beneficiary needs and circumstances with predetermined program criteria to determine appropriateness for case management. Identifies beneficiaries at high-risk for significant adverse health outcomes and with high-cost, clinical and psychological factors impacting care.
- Documents the process by providing the case management enrollment information and acceptance letter to the beneficiary. Provides timely decision of acceptance into the case management program and completes appropriate notifications.

- Completes comprehensive case management assessments. Develops individualized case management care plans to assist beneficiaries with obtaining access to quality care in a cost-effective manner. Obtains necessary agreements for obtaining protected health information as needed. Makes the care plan available to the Primary Care Manager or Behavioral Health provider for information and input.
- Reassesses and monitors care plans for adjustments on a monthly basis, at a minimum, to address newly-identified needs, services, treatment, and funding options. Documents changes in the care plan maintained in the medical management system.
- Evaluates case management outcomes, assessing the individual beneficiary's satisfaction and compliance with the care plan.
- Prepares and presents cases involving high-profile or sensitive issues to the Medical Director for review.
- Functions as an advocate for the beneficiary by ensuring access to necessary care and maintaining beneficiary's safety, locating specialized services outside the network by identifying providers, exploring nature of services offered, and facilitating process.
- Supports beneficiaries by providing TRICARE and community resource information and internal care referrals as needed to meet care plan goals.
- Understands, administers the TRICARE Specialty Program benefits, including program registration, enrollment, authorizations, and screening for high risk factors indicating appropriateness for catastrophic case management services.
- Monitors and provides direction to non-clinical staff.
- Regular and reliable attendance is required.

COMPETENCIES

Technical Skills

Thorough knowledge of Case Management, Utilization Management, TRICARE policies and procedures, HIPAA Privacy and Security regulations, URAC accreditation standards, Managed Care concepts, Behavioral Health practices and principles, Medicaid and Medicare eligibility requirements and benefits, community resources, alternative funding programs and medical management system. Proficiency with InterQual ISD® criteria (Intensity of Service/Severity of Illness/Discharge Screens); working knowledge of medical coding

Team-Building / Team Player

Able to influence the actions and opinions of others in a positive direction and build group engagement.

Problem Solving / Analysis

Proficient in problem-solving through systematic process analysis, guided by sound judgment and grounded in a practical grasp of pertinent issues.

Organizational Skills

Skilled in coordinating people and tasks, adeptly adjusting to changing priorities, mastering

systems efficiently within time constraints, and utilizing available resources with attention to detail.

Multi-Tasking / Time Management

Proficient in prioritizing and managing task to meet evolving deadlines and requirements amidst a demanding and fast-paced environment characterized by high volume and stress.

Independent Thinking / Self-Initiative

Resourceful critical thinker who is able to prioritize tasks essential to achieving desired outcomes, demonstration a proactive commitment to task completion and the ability to identify and secure necessary resources.

Empathy / Customer Service

Customer centric approach that ensures patience, respect, attentive listening and empathy toward the perspective of the customer

Coping / Flexibility

Capable of navigating through diverse situations and interacting effectively with individuals, while maintaining a sense of purpose and employing mature problem-solving skills, demonstrating adaptability and resilience

Computer Literacy

Proficiency in navigating and utilizing various Microsoft application, including word and Outlook, as well as departmental specific software and internet based tools within a multi-system environment.

Communication / People Skills

Capacity to effectively influence and persuade individuals in diverse situations, adapt communication styles to varying contexts, actively listen, critically analyze information and foster collaboration

WORKING CONDITIONS

- Availability to cover any work shift
- Works within a standard office environment, with minimal travel required
- Private and secure work space and work station with high-speed Internet is required
- Extensive computer work with long periods of sitting
- Department of Defense security clearance required

Required technology (equipment) will be provided by White Stone. Employees are required to furnish high-speed, hard-wired Internet, per specifications, plus their desk, chair, and other work-related items. Personal comfort and ergonomics must be considered when selecting an appropriate chair style, desk with adjustable sit/stand feature (if required), wrist rest, etc.

PHYSICAL REQUIREMENTS

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

- Regular attendance required, with special attention to the training period and the first 30 days of employment.
- May experience moderate stress.
- While performing the duties of this job, the employee is regularly required to:
 - sit, talk, and hear.
 - possibly remain in a stationary position with prolonged periods of sitting or standing.
 - communicate with others to exchange information (via technology, listen, talk, type, etc.).
 - communicate via prolonged technology use.
 - use hands to finger, handle or feel; reach with hands and arms; balance.
 - use a computer keyboard for long periods of time, repeating the same movements (using wrists, hands, and fingers).
- Specific vision abilities required by this job include close vision and color vision.

DISCLAIMER

Cooperative, positive, courteous, and professional behavior and conduct is an essential function of every position. All employees must be able to work with others beyond giving and receiving instructions. This includes getting along with co-workers, peers, and management without exhibiting behavior extremes. Job functions may require personal leadership skills such as conflict resolution, negotiating, instructing, persuading, speaking with others, as well as responding appropriately to job performance feedback from the supervisor. Additionally, the information contained in this job description has been designated to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.