JOB DESCRIPTION: CARE MANAGER

Reports to: Assistant Director, Care Management  
Direct Reports: None

FLSA Classification: Non-Exempt  
Department: Health Home Care Management

POSITION SUMMARY

The Care Manager provides services within the Care Management programs, including Health Home Care Comprehensive Care Management, HCBS Basic Plan Support, and State Paid Care Management services. This position may support Willowbrook Class Members.

The core responsibility of the Care Manager is to oversee and coordinate access to services for people with intellectual and developmental disabilities. The Care Manager works with the member, their family and/or representative, and providers to develop, implement, and monitor an integrated and person-centered driven Life Plan, following the completion of a comprehensive assessment process. The Life Plan is the foundation upon which service delivery is built. The Life Plan identifies services that meet medical and behavioral health needs, community, social supports, and other necessary services to support them to live their healthiest and most meaningful life. A key function of this role is being a strong advocate in supporting the member to access needed services to reach their identified goals and live a meaningful and quality life.

ACA/NY is a 501(c)(3) not for profit organization that has been designated as a Care Coordination Organization/Health Home (CCO/HH) by New York State. ACA/NY is dedicated to meeting the needs of people with Intellectual and Developmental Disabilities by providing comprehensive care management and coordination of service. ACA/NY supports 25,000+ people in its program with support services spanning New York City, Long Island, and the Lower Hudson Valley.

DUTIES & RESPONSIBILITIES

• Deliver person-centered care management services in compliance with regulatory standards and in alignment with the agency’s quality management plan, policies, and standard operating procedures.
• Responsible for the completion of a comprehensive assessment/reassessment process.
• Identify gaps in service provision and make referrals when appropriate. Advocate on the member’s behalf, to reach their identified goals and live a meaningful and quality life.
• Develop, implement, and monitor member Life Plans within required timeframes, by leading an interdisciplinary team planning process, with the person at the center.
• Develop strategies that address conflict or disagreements in the person-centered planning process and working with the interdisciplinary team to resolve those conflicts in a timely manner.
• Complete all required service documentation with stated timeframes. Ensure all billing critical documentation is present and valid prior to the submission of any billable service documentation.
ACA/NY Care Manager

- Maintain the member’s continued eligibility for care management through the completion of an annual Level of Care (Re)Determination, ensuring OPWDD eligibility is maintained, and enrolling in the Home and Community Based (HCBS) waiver.
- Identify and access benefits and entitlements (Medicaid, Social Security, SNAP, etc.) when a member is eligible. Ensure existing benefits and other entitlements are maintained.
- Ensure a current and accurate information sharing consent is present within the electronic health record and updated as necessary when changes occur or are requested by the member and/or representative.
- Coordinates and provides access to high quality healthcare services, inclusive of medical, behavioral health, specialized services. Provides regular communication, monitoring, and action oriented follow up on critical and acute healthcare needs.
- Identifies, coordinates, and provides access to preventative and health promotion services as needed.
- Coordinates transitional care inclusive of appropriate follow up from inpatient to other settings, discharge planning, facilitating transfers within the healthcare system, residential settings and aging out of childhood services to adult services.
- Use health information technology in the delivery of care management services, included but not limited to the use of the electronic health records and programs to facilitate telehealth services for members. Maintain a thorough and accurate electronic health record for all assigned members.
- Attend department/team meetings, trainings, supervisions, etc. as scheduled and in accordance with agency practice and policy.
- Complete all required trainings within required timeframes.
- Travel throughout the designated service area to meet with members as needed in alignment with regulatory standards and to ensure identified needs are met. Travel is required to meet with providers, members of the interdisciplinary team, and accompany members where indicated to necessary appointments.
- Identify and follow all incident reporting guidelines and procedures, ensuring the immediate safety of the member.
- Maintains confidentiality in accordance with HIPAA and privacy practices.
- Adheres to all policies and standard operating procedures for the delivery of comprehensive care management and ancillary functions of the Care Manager.
- Adheres to and upholds ACA/NY’s Code of Conduct.
- Perform other duties, as assigned.

**BASIC REQUIREMENTS**

- A Bachelor of Arts or Science degree with two years of relevant experience, or a license as a Registered Nurse with two years of relevant experience, or a master’s degree with one year of relevant experience.
- Absolute sense of integrity and personal commitment to serving people with I/DD and their families.
- Excellent interpersonal, public speaking, and written communication skills.
- Ability to work autonomously.
- Demonstrate professionalism, respect, and ability to work in a team environment.
COMPETENCIES

- Clinical Comprehension.
- Results Driven.
- Decision Making.
- Problem Solving/Analysis.
- Communication Proficiency.
- Organization Skills.
- Teamwork Orientation.
- Time Management.
- Customer/Client Focus.

WORK ENVIRONMENT

This is a remote position with a blend of work from home, field work, and regional travel as well as in-office expectations. Approximately 85% of work time will be remote, with the remainder being in-office. Whether working from an ACA/NY office, one’s home, or another remote location, each employee is required to follow minimum privacy standards when working in the flexible work environment:

- Employee has access to a password secured WiFi connection and/or ACA/NY Mobile Hotspot.
- Employee is able to secure any printed materials containing individual or employee personal and/or health information, so as no one else in the household will be able to access it.
- Employee is able to conduct phone and video calls in a private area where the conversation cannot be overheard, and their screen is not visible to others.
- Employee is able to conduct their work in a location where personal and health information on a monitor is not visible to others.

This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The noise level in the work environment is usually moderate. Frequent travel to off-site locations required; therefore, the incumbent must be comfortable driving or using various forms of public transportation to reach destinations.

PHYSICAL REQUIREMENTS

While performing the duties of this position, the employee is regularly required to perform the following: Engage in verbal and written communication, operate a computer, smartphone, and other office tools and equipment; travel between locations and within locations, stand, walk, sit, reach with hands and arms; stoop, kneel, and crouch, moving objects up to 25 pounds, and to visually or otherwise focus and navigate; ACANY will provide reasonable accommodation, in accordance with applicable policies and laws.
ACANY provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, the organization complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, training, and all other legally protected classifications.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SIGNATURES

This job description has been approved by all levels of management:

Senior Management: ____________________________ Date: ______________

Human Resources: ____________________________ Date: ______________

Employee: ____________________________ Date: ______________