

**Job Title:** Clinical Operations Manager  
**Department:** Case Management  
**Reports To:** Director of Clinical Operations  
**FLSA Status:** Exempt  
**Physical Strength:** Light (L)

**Prepared By:** Peterson  
**Prepared Date:** April 2022  
**Approved By:** Oksen  
**Approved Date:** April 2022

## SUMMARY

This position is responsible for assuring a personalized, timely, comprehensive, and cost-effective approach to the provision of medical and health related services. This position is also responsible for overseeing medical prior authorization duties for the Medicaid and Medicare population, a key component of which will be focused on members with special healthcare needs, by performing the following duties.

## ESSENTIAL DUTIES AND RESPONSIBILITIES other duties as assigned...

1. Manages all functions of the medical Case Management department, specifically utilization review and medical case management.
2. Identifies members with catastrophic, complex, and chronic medical management needs and leads assessment and delivery of potential options and alternatives for management of specific health related needs.
3. Demonstrates knowledge of the Oregon Health Plan and Medicare benefit packages and ability to administer those benefits.
4. Oversees and coordinates care across a continuum of care settings to assure appropriate care and achievement of optimal outcomes.

## JOB DUTIES

- Ensures a coordinated approach to care planning while ensuring appropriate use of health care resources.
- Directs the processing of authorization requests for specialty and ancillary referrals, hospitalization authorizations, durable medical equipment, skilled nursing facility placements, inpatient rehabilitation, and home health services.
- Oversees the determination of appropriate level of care, quality of care, and explores alternative levels of care for members.
- Works with the Director of Clinical Operations and Chief Medical Officer in reviewing complex cases and authorization requests.
- Participates in the process of utilization management with local and out of area providers.
- Facilitates orderly and timely transition from one care setting to another.
- Prevents lengthy hospitalization, thus avoiding costs and risks encountered in institutional settings.
- Reviews Emergency Department and Inpatient Hospitalization reports daily and initiates Case Management as appropriate.

- Reviews quarterly reports on Emergency Room activities, high cost utilization by individual members, and hospital costs and readmission per individual member.
- Assists in barrier identification and resolution.
- Collaborates with other departments and community partners to improve communication and processes.
- Attends and participates in quarterly meetings with department managers for hospital, Skilled Nursing Facility, and local DHS to facilitate care coordination and access to care.
- Participates in process improvement projects and maintains department operating instructions and procedure manuals.
- Maintains confidentiality and complies with HIPAA rules and regulations.
- Maintains punctual, regular and predictable attendance.
- Works collaboratively in a team environment with a spirit of cooperation.
- Displays excellent communication skills including presentation, persuasion, and negotiation skills required in working with member and coworkers and including the ability to communicate effectively and remain calm and courteous under pressure.
- Respectfully takes direction from manager.

## **SUPERVISORY RESPONSIBILITIES**

Directly supervises employees performing medical Case Management and Utilization Review in the Case Management department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## **QUALIFICATIONS**

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

Bachelor's degree in Nursing from four-year college or university; and three to five years related experience and/or training.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, members, and the general public.



**cascade comprehensive care, inc.**

# **Job Description**

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## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## **COMPUTER SKILLS**

Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

## **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

This position requires a valid Oregon Registered Nursing (RN) license. Case Management certification (CCM) is preferred.

## **PHYSICAL DEMANDS**

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.

The employee must occasionally lift and/or move up to 25 pounds. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

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