

Job Title: Case Assistant I
Department: Case Management
Reports To: Director of Case Management
FLSA Status: Nonexempt
Physical Strength: Light (L)

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Approved By: Oksen
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SUMMARY

This position is responsible for organizing workflow, managing communications, tracking critical information, creating reports, and establishing links with community resources. The position is also responsible for optimizing the Case Management process and the Case Manager's efficiency and effectiveness by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES other duties as assigned...

1. Provides support to Case Management staff and the Director of the department.
2. Indexes and creates authorizations in the appropriate software program.
3. Works closely with RN Case Managers to ensure accurate and complete required documentation that meets risk management and regulatory requirements.
4. Performs administrative tasks which include filing, scanning, database management, and data entry.

JOB DUTIES

- Assists RN Case Managers with the coordination of medical services to ensure the delivery of high quality cost-effective healthcare services.
- Executes all duties in accordance with State and Federal requirements to achieve optimal outcomes for members.
- Assists with preparation of reports and spreadsheets.
- Prepares member correspondence and other written communication as needed.
- Triage telephone calls and routes to appropriate staff as necessary.
- Proactively identifies and resolves issues to promote positive outcomes for members.
- Orders Durable Medical Equipment (DME) for drop shipping to members. Maintains and records DME inventory dispensed from the office.
- Promotes communication, both internally and externally, to enhance effectiveness of case management services.
- 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 members, providers, and community partners and including the ability to communicate effectively and remain calm and courteous under pressure.
- Respectfully takes direction from manager.

SUPERVISORY RESPONSIBILITIES

This position does not have any supervisory responsibilities.

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

High school diploma or general education degree (GED); and one to three years related experience and/or training.

Experience in working in a medical clinic or other health care environment is preferred. Knowledge and understanding of medical coding, medical abbreviations, and medical terminology is preferred.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to members, providers, and other employees of the organization.

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 to draw and interpret bar graphs.

COMPUTER SKILLS

Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, word processing, communicate by e-mail and use scheduling software.

Experience with Electronic Medical Records, Electronic Health Records, and/or other Health Information related technology is preferred.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to follow direction and prioritize tasks.

CERTIFICATES, LICENSES, REGISTRATIONS

This position does not require any certificates, licenses, or registrations.



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Job Description

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 50 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 reach with hands and arms. The employee is occasionally required to stand; walk and 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.
