



BEHAVIORAL HEALTH CLINICAL CASE MANAGER (LCSW/LMFT/LPCC)

Position Status: Exempt
Reports To: Behavioral Health Manager – Care Management
Effective Date: 11/27/24
Revised Date:
Job Level: P2

POSITION SUMMARY

Under limited supervision, this position:

1. Develops and manages an individualized intervention plan for members referred into the Behavioral Health (BH) Care Management program with the goal of promoting optimal, achievable outcomes in the most cost effective and appropriate manner
2. Works in conjunction with the interdisciplinary Care Management team to facilitate quality outcomes across the continuum of care by educating members, providers, external agencies, and internal departments, and providing assistance in navigating the managed care system
3. Participates in Quality Improvement efforts, to continually evaluate the Care Management Program's effectiveness and its quality driven, cost-effective, achievable goals and outcomes for Alliance members
4. Performs other duties as assigned

RESPONSIBILITIES

1. Develops and manages an individualized intervention plan for members referred into the Behavioral Health (BH) Care Management program with the goal of promoting optimal, achievable outcomes in the most cost effective and appropriate manner, with duties including but not limited to:
 - Providing case management and coordination of services for members including those experiencing severe mental illness, substance use disorders, complex medical issues, and/or other issues related to social determinants of health
 - Coordinating services for higher-needs members by meeting and communicating with members in person and by phone
 - Performing comprehensive assessment of emotional, psychosocial, and environmental needs of the member by reviewing relevant and available medical records
 - Determining social, emotional and educational needs of members and developing interventions to achieve successful member outcomes
 - Providing an initial diagnosis to determine the appropriate level of care
 - Identifying barriers to agreed-upon treatment/care plan and changes in member's condition and needs in a timely manner, executing appropriate interventions, evaluating outcomes, and adjusting the diagnosis and treatment plan as needed
 - Working collaboratively with the member and Alliance Nursing and Care Coordination staff to develop member-centered goals
 - Maintaining regular member contact with open cases or as assigned
 - Documenting, recommending, and completing case management actions in accordance with established processes and procedures
 - Documenting and managing members' specific intervention plans in a timely and accurate manner with consideration of benefit coverage and regulatory program policies

- Facilitating completion of member goals through a multidisciplinary approach of collaboration with internal and external resources and member or authorized representatives
 - Visiting members in hospitals to assess member's status and share information regarding available services, resources, and treatment options
 - Discussing member treatment plans and coordination of care with hospital care coordinators
 - Making recommendations and referrals to appropriate agencies
 - Advocating on members' behalf to ensure quality of care and attainment of appropriate goals
 - Preparing and sending member correspondence that meets contractual requirements
 - Managing assigned cases and interventions in a timely and accurate manner
 - Assisting with orienting new Behavioral Health team members to department procedures and protocols
2. Works in conjunction with the interdisciplinary Care Management team to facilitate quality outcomes across the continuum of care by educating members, providers, external agencies, and internal departments and providing assistance in navigating the managed care system, with duties including but not limited to:
- Participating in case conferences on a regular basis
 - Assisting other department staff with resolution of quality and coordination of care issues for members within Alliance programs
 - Collaborating with Alliance teams, including Enhanced Care Management, Medical Social Workers, Pediatric and Adult case managers, and with county mental health agencies, and county hospitals to ensure effective management of members' cases
 - Supporting the Care Management team by sharing clinical expertise related to social work on a consultative basis
 - Representing the Alliance at community meetings and confidential multidisciplinary task forces concerning health issues or provision of health-related services
 - Facilitating meetings and making presentations
3. Participates in Quality Improvement efforts, to continually evaluate the Care Management Program's effectiveness and its quality driven, cost-effective, achievable goals and outcomes for Alliance members, with duties including but not limited to:
- Participating in Quality Improvement efforts involving access to care, member education, and behavioral changes of members who require on-going case management
 - Maintaining documentation of case management plans and interventions required to demonstrate the cost effectiveness of case management and the impact on members' health care outcomes
 - Supporting, implementing, and evaluating program processes to make recommendations for improvement
 - Auditing work for compliance with departmental workflows and procedures
 - Staying informed about community resources in the Alliance service area counties, including housing services, food resources, monetary aid, and suicide prevention services
 - Assisting with the development of policies and procedures, as assigned
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Possession and continued maintenance, in good standing, of one of the following licenses issued by the State of California: Licensed Clinical Social Worker (LCSW), Licensed Marriage and Family Therapist (LMFT), or Licensed Professional Clinical Counselor (LPCC)
- Master's degree in Social Work, Clinical Mental Health Counseling, Marriage and Family Therapy, Clinical Psychology, or a related field and a minimum of three years of experience performing case management/social work in an acute care setting, community agency, or managed care environment; or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the principles and practices of advocacy and case management including assessment, diagnosis, care/treatment planning, discharge planning, and documentation
- Thorough knowledge of the availability and means of utilizing community resources for special services
- Working knowledge of reporting methods for cases of abuse or neglect
- Working knowledge of clinical evidence-based practices, including developing a plan of care, motivational interviewing techniques, and use of the DSM 5-TR for diagnostic purposes
- Working knowledge of the principles and practices of care transitions and coordination
- Working knowledge of the principles and practices of medical administration and health care systems
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Outlook, Excel, and PowerPoint
- Ability to use pro-active customer service skills in handling complex and demanding situations
- Ability to advocate on behalf of the individual to assure quality of care and attainment of appropriate goals
- Ability to create, document, and implement intervention plans, evaluate results, make modifications, and recommend additional services or interventions
- Ability to exercise strong critical thinking and problem-solving skills
- Ability to evaluate medical records and other health care data
- Ability to competently navigate computerized Electronic Health Records (EHRs)
- Ability to understand and apply concepts pertaining to managed health care
- Ability to effectively interview members to determine their strengths, problems, prognosis, functional status, and needs for specific services and resources, and to establish short- and long-term goals
- Ability to exercise good judgment and tact when interacting with members and health care providers
- Ability to use pro-active customer service skills in handling complex and demanding situations
- Ability to manage persons who are non-compliant and or have behavioral health issues
- Ability to work effectively with persons of ethnically and culturally diverse backgrounds
- Ability to foster effective and collaborative working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to facilitate meetings and make presentations
- Ability to prepare correspondence and documentation of member communication, services and support provided, and clinical assessments

- Ability to assist with the preparation of policies and procedures
- Ability to work independently, manage assigned workload, make decisions related to areas of functional responsibility, and recognize issues requiring escalation

DESIRABLE QUALIFICATIONS

- Bilingual (English/Spanish or English/Hmong, depending upon work location)
- Experience working as a Medical Social Worker, Mental Health Clinician and/or as a client advocate
- Working knowledge of the principles and practices of managed health care
- Working knowledge of Medi-Cal and related policies and regulations
- Working knowledge of substance use disorder services
- Working knowledge of governmental and non-profit resources utilized to assist members in achieving goals

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.