



## BEHAVIORAL HEALTH PROGRAM MANAGER

**Position Status:** Exempt  
**Reports To:** Behavioral Health Manager  
**Effective Date:** 05/31/17  
**Revised Date:** 11/20/24  
  
**Job Level:** P4

### POSITION SUMMARY

Under general direction, this position:

1. Manages day-to-day operational issues related to Behavioral Health (BH) activities and provides related clinical and operational guidance in alignment with Medi-Cal, Knox-Keene, and other regulatory and accreditation standards.
2. Provides consultation as needed for health services departments regarding members with BH needs with the goal of promoting optimal, achievable outcomes in the most cost effective and appropriate manner
3. Oversees coordination of behavioral health services between the Alliance, the delegated Managed Behavioral Health Organization (MBHO), and County BH departments.
4. Provides programmatic support to Behavioral Health Manager and Behavioral Health Director.
5. Performs other duties as assigned.

### RESPONSIBILITIES

1. Manages day-to-day operational issues related to Behavioral Health (BH) activities and provides related clinical and operational guidance in alignment with Medi-Cal, Knox-Keene, and other regulatory and accreditation standards, with duties including but not limited to:
  - Responding to operational issues and questions from Alliance staff, vendors and community organizations.
  - Conducting research related to ad hoc issues and in response to questions regarding the Alliance behavioral health benefit.
  - Ensuring operational processes adhere to contractual and regulatory requirements.
  - Advocating for members by reaching out to Primary Care Providers (PCPs), specialists, hospitals, interdepartmental staff, local behavioral health services, and community agencies in order to maximize program participation and outcomes.
  - Acting as a liaison with primary care provider sites and Managed Behavioral Health Organization (MBHO) to assist providers in problem solving, coordination, and support of members' access to appropriate treatment.
  - Assisting other Alliance departments with the resolution of quality and coordination of care issues for members within the programs.
  - Ensuring that behavioral health issues are progressing toward resolution within the agency, and escalating issues as appropriate.
  - Monitoring and identifying trends related to member-specific issues and communicating trends and related recommendations to the Behavioral Health Director
  - Developing and conducting operational training related to Behavioral Health services and vendor services, and developing and conducting clinical trainings related to behavioral health topics, in coordination with Training and Development.

- Representing the Alliance in community meetings and confidential multidisciplinary task forces concerning health issues or provision of health-related services.
  - Maintaining current knowledge of regulatory requirements pertinent to behavioral health.
2. Collaborates in the referral and monitoring of members with BH needs into appropriate internal and external care coordination and case management programs with the goal of promoting optimal, achievable outcomes in the most cost effective and appropriate manner, with duties including but not limited to:
    - Supporting health services teams by sharing clinical expertise related to psychiatric services on a consultative basis, and acting as a clinical subject matter expert in instances where clinical and evidence-based research is required.
    - Scheduling, -organizing and leading care conferences on members and participating in case rounds on a regular basis.
    - Assessing and assisting with issues related to transition of members from high risk or complex case management to a patient-centered medical home environment, including working with PCPs and MBHO to facilitate such transitions.
    - Conducting clinical research related to members' behavioral health conditions.
    - Overseeing activities to promote Behavioral Health linkage, including integration within Alliance services.
  3. Oversees coordination of behavioral health services between the Alliance, the delegated Managed Behavioral Health Organization (MBHO), and County BH departments, with duties including but not limited to:
    - Establishing and maintaining effective and collaborative relationships with County Behavioral Health programs to ensure alignment and coordination for members' care across the global Medi-Cal behavioral health benefit.
    - Participating in clinical case review meetings with Alliance medical case management staff and vendors to support integrated case management services.
    - Participating in clinical review meetings with each County Mental Health Department and vendors.
    - Participating in policy discussions with County Behavioral Health staff, community organizations, and other Alliance stakeholders to identify and implement program and process improvements and/or benefit changes.
  4. Provides programmatic support to Behavioral Health Manager and Behavioral Health Director, with duties including but not limited to:
    - Implementing structure, process, and governance related to vendor communications, clinical aspects of contract management, and on-going partner relationships.
    - Developing management tools and reports to support effective delivery of the Alliance's Behavioral Health Program in coordination with the delegate oversight process.
    - Reviewing reports from vendors and providing an aggregate summary of vendor performance and compliance to the Behavioral Health Director
    - Assisting the Alliance Medical Directors and Behavioral Health Director with research and review of specific behavioral health clinical issues.
    - Managing the implementation of new behavioral health requirements internally and with the MBHO.

- Assisting with research, preparation and revision of policies, procedures and member materials.
- Gathering information and materials in support of audit preparation.
- Assisting with researching and preparing responses to State complaints and inquiries.
- Providing support related to Quality Improvement studies to evaluate program effectiveness.
- Assisting with tracking Administrative Quality Indicators pertaining to behavioral health initiatives.
- Developing tools and processes to expedite the delivery of behavioral health services as needed.
- Scheduling, organizing, and leading care conferences on members and participating in case rounds on a regular basis.

5. Performs other duties as assigned

#### EDUCATION AND EXPERIENCE

- Current and unrestricted license as a Registered Nurse, Licensed Clinical Social Worker, Marriage and Family Therapist, Licensed Professional Clinical Counselor, or Psychologist issued by the State of California and eight years of behavioral health clinical experience; or an equivalent combination of education and experience may be qualifying.

#### KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the principles and practices of clinical research and assessment.
- Working knowledge of the array of mental health and substance use disorder services.
- Working knowledge of the principles and practices of managed care, utilization management and/or case management.
- Working knowledge of research, analysis, and reporting tools and methods.
- Working knowledge of relevant healthcare regulatory and accreditation requirements, such as Medi-Cal, Knox-Keene and NCQA.
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, PowerPoint and Outlook.
- Some knowledge of the tools and techniques related to program and project management.
- Ability to audit, analyze and assess medical records and other health care data.
- Ability to utilize evidence-based practice guidelines in the evaluation and management of vendor performance for utilization management, care management and transitional care activities.
- Ability to develop and implement projects, systems, programs, policies and procedures.
- Ability to act as a technical resource and explain regulations, processes, and programs related to area of assignment.
- Ability to provide leadership and facilitate meetings.
- Ability to foster effective and collaborative working relationships, influence others, and build consensus with individuals at all levels in the organization.
- Ability to navigate frequently changing systems and policies.
- Ability to recognize and effectively utilize the most appropriate mode of communication based upon the circumstances of the situation.
- Ability to professionally direct and manage escalated callers or other types of challenging interactions through the utilization of interpersonal intervention skills.
- Ability to utilize good judgment and tact when interacting with health care providers, members

and other stakeholders.

- Ability to work independently, manage assigned workload, make decisions related to areas of functional responsibility, and recognize issues requiring escalation.
- Ability to identify issues, conduct research, gather and analyze information, reach logical and sound conclusions, and make recommendations for action.
- Ability to effectively, clearly and independently document, summarize and resolve complex issues.
- Ability to analyze and interpret legal and contractual language.
- Ability to analyze data and prepare written and oral reports.
- Ability to develop training materials, in conjunction with Training and Development staff, and conduct training.
- Ability to create forms, correspondence, and other program documents.

#### DESIRABLE QUALIFICATIONS

- Master's degree in a related field.
- Work experience in a managed behavioral health care/insurance environment.

#### WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time.
- Ability to stand, climb, bend, reach overhead and lift, carry or move objects of varying size weighing up to 10 pounds.
- Ability to travel to different locations in the course of work.

---

*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.*