



PEDIATRIC CARE MANAGEMENT AND CALIFORNIA CHILDREN'S SERVICES MANAGER (RN)

Position Status: Exempt
Reports To: Care Management Director (RN)
Effective Date: 07/28/22
Revised Date: 01/10/25
Job Level: M2

POSITION SUMMARY

Under administrative direction, this position:

1. Manages and leads the Pediatric Care Management and California Children's Services (CCS) Unit, develops and adapts the Pediatric Care Management program to address needs, acts as a subject matter expert, and provides guidance related to care coordination and care management activities
2. Provides management oversight related to Pediatric Care Management functions and departmental operations
3. Performs program effectiveness evaluation
4. Manages, supervises, mentors and trains assigned staff
5. Collaborates with a variety of Alliance staff on special projects
6. Performs other duties as assigned

RESPONSIBILITIES

1. Manages and leads the Pediatric Care Management and California Children's Services (CCS) Unit, develops and adapts the Pediatric Care Management program to address needs, acts as a subject matter expert, and provides guidance related to care coordination and care management activities, with duties including but not limited to:
 - Developing and maintaining effective and efficient integrated processes, which include care management and care coordination, to meet the service delivery needs of Alliance members, across the spectrum of care
 - Coordinating Pediatric Care Management activities across the Health Services Division to improve health outcomes and promote appropriate use of resources
 - Developing and implementing program objectives, work plans, systems, policies, processes, procedures, and methods of operation in alignment with Alliance strategic goals, State mandates, and CalAIM
 - Identifying and addressing opportunities to resolve root cause disparities in pediatric health and developing strategies to strengthen the delivery of care to vulnerable children and families in need of care management
 - Providing guidance and expertise to staff related to the CCS program and related regulations, Whole Child Model (WCM) referrals, care coordination for members with developmental delays, and the aging out process
 - Developing and monitoring processes to proactively identify members that may qualify for Care Coordination or Care Management services
 - Advocating appropriately for members by arranging for or directly reaching out to Primary Care Providers (PCPs), specialists, hospitals, local Mental Health services, the managed care behavioral health organization (MCBHO), local county departments, and community-based organizations in order to maximize program participation and optimal member outcomes

- Assessing and assisting with issues related to the transition of members from high-risk or care management to a patient-centered medical home environment
 - Developing and maintaining strong community relationships in order to help build community care networks that support coordination of care activities
 - Ensuring that department policies and procedures support staff in daily activities and meet regulatory, contractual and accreditation standards
 - Ensuring that staff remain aware of the varying benefits applied to different lines of Alliance business and of any benefit changes
 - Scheduling, organizing, and leading care conferences regarding members and participating in care rounds on a regular basis
 - Ensuring compliance with regulatory requirements and timelines related to the member aging out process
 - Participating in the ongoing development and refinement of the electronic Care Management Module, and overseeing its use on an ongoing basis in the Care Coordination and Care Management processes
 - Maintaining Pediatric Care Management policies and procedures to meet Alliance goals and ensure regulatory and contractual compliance
2. Provides management oversight related to Pediatric Care Management functions and departmental operations, with duties including but not limited to:
- Conducting research and analysis related to Pediatric Care Management strategies
 - Drafting, recommending, and implementing administrative policies and procedures related to department operations
 - Developing, implementing, and ensuring compliance with department policies and procedures
 - Monitoring legislative and legal changes related to Alliance functions and ensuring compliance with same
 - Preparing narrative and statistical reports and making presentations
 - Overseeing the preparation and maintenance of records and reports and related documents
 - Facilitating, attending, and participating in internal and external meetings related to Utilization Management and Pediatric Care Management activities
 - Monitoring the unit budget and project budgets and assisting with budget development, purchasing, and invoice approvals
 - Participating in vendor selection and contract development, and monitoring and evaluating the work of selected vendors
 - Providing updates to Alliance leadership, making presentations, supporting and training end users, and developing related materials
 - Staying informed of current best practices and new developments in the field and ensuring staff does the same
 - Supporting Utilization Management Prior Authorization and Concurrent Review processes, including review of authorization information for CCS eligibility, CCS provider paneling and Medical Therapy Program enrollment and coordination
 - Providing support to the department director and acting for the director in the director's absence
3. Performs program effectiveness evaluation, with duties including but not limited to:
- Performing ongoing monitoring of the Pediatric Care Management Program to evaluate the plan's effectiveness and determine any process improvement strategies needed

- Participating in the management of authorization requests across the continuum of care to ensure efficiency of processes and workflows
 - Investigating and following up on complaints, grievances, and quality issues
 - Maintaining current knowledge of contractual, regulatory, and accreditation agencies and related requirements pertinent to pediatric care management, such as Department of Health Care Services (DHCS), Centers for Medicare and Medicaid Services (CMS), Department of Managed Health Care (DMHC), and Knox Keene Licensure
 - Tracking, analyzing, and developing strategies to address outlier performance of care coordination and care management metrics
 - Tracking and reporting on the productivity and quality metrics related to Care Coordination and Care Management
 - Creating and maintaining orientation materials for Pediatric Care Management functional areas
 - Maintaining relationships with local and state clinical and social service agencies
4. Manages, supervises, mentors and trains assigned staff, with duties including but not limited to:
- Managing and supervising staff, setting goals and objectives, delegating and assigning work
 - Providing mentoring, coaching, and growth and development opportunities to staff
 - Interviewing and participating in the selection of staff in conjunction with the department director.
 - Assisting subordinate supervisors with orienting new staff and providing support with on-going supervisory responsibilities
 - Evaluating employee performance, providing feedback to staff, and coaching, counseling or disciplining staff when performance issues arise
 - Overseeing or conducting staff training, including the development and maintenance of training materials, in conjunction with subordinate supervisors and the Training and Development team
 - Identifying training gaps and opportunities for improved performance
 - May oversee staff in multiple office locations and/or telecommute settings
5. Collaborates with a variety of Alliance staff on special projects, with duties including but not limited to:
- Conducting provider trainings in conjunction with Provider Services
 - Assisting in Quality Improvement activities, including annual Healthcare Effectiveness Data and Information Set (HEDIS) studies, as requested
 - Participating in preparation of DHCS/DMHC audit and investigation audits
 - Providing staff support to Alliance advisory groups and clinical committees, as needed
 - Providing supervisory support to other departmental functions, as needed
6. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Current and unrestricted license as a Registered Nurse issued by the state of California
- Bachelor's degree in Nursing and a minimum of six years of experience in a health plan or patient care setting, which included a minimum of two years of experience supervising and training a multi-disciplinary health care team, two years of pediatric care management experience, and some experience in a care management capacity (a Master's degree may substitute for two years of the required 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 nursing
- Thorough knowledge of the principles and practices of care management
- Thorough knowledge of the principles and practices of supervision and training
- Working knowledge of the principles and practices of care management and coordination and utilization management
- Working knowledge of the principles and practices of managed care
- Working knowledge of the tools and techniques related to data analysis, and reporting
- Working knowledge of the tools and techniques related to program and project management
- Working knowledge of and proficiency in the use of Windows based PC systems and Microsoft Word, Outlook, PowerPoint and Excel, and Oracle database systems
- Some knowledge of CCS and the regulatory requirements related to CCS and the WCM program
- Some knowledge of Knox Keene, Medi-Cal, Title 22, and related regulations
- Some knowledge of the principles and practices of statistical analysis
- Ability to train, mentor, supervise and evaluate the work of staff, promote an atmosphere of teamwork and cooperation, and motivate staff to achieve goals and objectives
- Ability to organize and prioritize the work of others, delegate effectively, and follow up on work assignments
- Ability to act as a technical resource and explain regulations, processes, and programs related to area of assignment
- Ability to manage the development and implementation of projects, systems, programs, policies and procedures
- Ability to analyze and interpret legal, regulatory and contractual language, policies, procedures and guidelines, and legislative and regulatory directives
- Ability to plan, organize and lead data collection activities
- Ability to provide leadership, facilitate meetings, and attend in person meetings with community partners, providers, and hospitals
- Ability to clearly communicate findings of Care Coordination and Care Management reports to providers
- Ability to make presentations in a clear and understandable manner utilizing methods appropriate to various forums
- Ability to interact diplomatically with a wide variety of people, facilitate collaborative discussions, and respond to sensitive or difficult issues with tact and diplomacy
- 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 data and prepare written and oral reports
- Ability to create forms, correspondence, and other program documents
- Ability to assist with the development of policies and procedures
- Ability to develop training materials, in conjunction with Training and Development staff, and conduct training
- Ability to provide input regarding budget development and perform budget monitoring
- Ability to develop and implement recordkeeping systems and maintain accurate records
- Ability to establish and maintain effective working relationships with members, co-workers, providers, and individuals of varying socio-economic and/or cultural backgrounds, and with special needs populations

- Ability to foster effective working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to demonstrate a collaborative management style, build rapport, and effectively manage internal and external business relationships
- Ability to work independently and make decisions related to areas of functional responsibility

DESIRABLE QUALIFICATIONS

- Master's degree in a healthcare related field
- Certified Case Manager (CCM) certification
- Work experience in a managed care, hospital, or patient care setting
- Working knowledge of CCS and the regulatory requirements related to CCS and the WCM program

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.