



SENIOR ENHANCED CARE MANAGEMENT ADVISOR (RN)

Position Status: Exempt
Reports To: Enhanced Care Management Manager
Effective Date: 11/04/21
Revised Date: 04/16/24
Job Level: P3

POSITION SUMMARY

Under direction, this position:

1. Acts as a liaison between the Enhanced Care Management (ECM)/Community Supports (CS) Program and providers and community agencies to promote effective implementation of program objectives and requirements
2. Performs ECM/CS Program oversight and support activities
3. Provides support to the Provider Services Department and works with other Alliance departments related to training ECM/CS providers and implementation of ECM/CS Program activities
4. Develops and manages an individualized comprehensive plan of care for members referred into the assigned ECM Program with the goal of promoting optimal, achievable outcomes in the most cost effective and appropriate manner, at such times that contracted ECM providers are unable to provide these services to members
5. Works with and educates members, families, providers, external agencies and internal departments on the Case Management Program
6. Performs other duties as assigned

RESPONSIBILITIES

1. Acts as a liaison between the Enhanced Care Management (ECM)/Community Supports (CS) Program and providers, and community agencies to promote effective implementation of program objectives and requirements, with duties including but not limited to:
 - Developing and maintaining collaborative relationships with ECM/CS providers in the Alliance's service area
 - Supporting the seamless and safe transition of Whole Person Care (WPC) participants to the ECM/CS Program
 - Regularly communicating with ECM/CS providers to ensure core service components are delivered to members and to support members in receiving intended ECM/CS services
 - Conducting meetings with potential and contracted ECM/CS providers
 - Providing oversight of ECM/CS providers and delivery of ECM core services to members through review of ECM member assessments, care plans, case notes, and related documentation obtained via the care coordination software platform
 - Maintaining ongoing communication with ECM providers to support members in receiving intended ECM services
 - Ensuring that authorization determinations are completed within prescribed timeframes
 - Supporting the identification and onboarding of ECM/CS providers for specific populations of focus
 - Disseminating information about ECM/CS services and the ECM/CS contracted network to providers and community agencies in order to promote ECM/CS service delivery and member referrals

- Participating in external stakeholder meetings related to the ECM/CS Program
2. Performs ECM/CS Program oversight and support activities, with duties including but not limited to:
 - Supporting the ECM Manager in the development and implementation of program partnerships, care delivery models, and community health practices designed to achieve ECM/CS strategic and tactical objectives
 - Supporting the internal project team for ECM/CS implementation
 - Conducting ECM/CS authorization determination and redetermination
 - Supporting the compilation of information and data needed for Incentive Program measures
 - Collaborating with internal stakeholders to support the attainment of ECM/CS programmatic measures
 - Providing oversight of ECM provider reporting, identifying any needed process improvements, developing solutions, and making recommendations for improvement
 - Supporting the identification of ECM/CS best practices and promoting provider engagement in process improvement efforts
 - Implementing any proposed changes in population of focus criteria or changes in implementation timelines
 - Ensuring that ECM/CS state reporting metrics are accurate and submitted timely, complete and reflective of member experience
 - Assisting with the development of policies, procedures, and other ECM/CS Program documents
 - Maintaining a thorough and up to date knowledge of DHCS guidance on ECM/CS
 3. Provides support to the Provider Services Department and works with other Alliance departments related to training ECM/CS providers and implementation of ECM/CS Program activities, with duties including but not limited to:
 - Supporting Provider Services in the identification of new providers, in order to maintain an adequate ECM/CS provider network
 - Collaborating with Provider Services to develop and implement education of ECM/CS providers on core services, reporting, and quality improvement areas
 - Making presentations, supporting and training end users, and developing related materials
 - Collaborating with internal stakeholders to ensure ECM/CS providers are aware of ECM core service components and delivery strategies, and that ECM/CS benefits and services are implemented according to contractual requirements
 - Ensuring that CS services are integrated with care management for members at high levels of risk
 4. Develops and manages an individualized comprehensive plan of care for members referred into the assigned ECM Program, with the goal of promoting optimal, achievable outcomes in the most cost effective and appropriate manner, at such times that contracted ECM providers are unable to provide these services to members, with duties including but not limited to:
 - Performing the development and management of an individualized comprehensive plan of care for members for an interim period until a contracted provider is available to provide services
 - Performing comprehensive assessment of physical and psychosocial needs of the member via face to face and/or telephonic interactions or review of relevant and available medical and social determinants of health records

- Planning and executing appropriate interventions, evaluating outcomes and adjusting the plan as needed
 - Documenting and managing the development and implementation of a member-specific care plan in a timely and accurate manner with consideration of benefit coverage, ECM core services, and regulatory program policies
5. Works with and educates members, families, providers, external agencies and internal departments about the ECM/CS, with duties including but not limited to:
- Assisting other Alliance department staff with resolution of quality and coordination of care issues for members within the programs
 - Representing the Alliance at community meetings and multidisciplinary task forces concerning member's health issues or provision of health-related services
 - Facilitating and collaborating with ECM/CS providers, PCPs and other provider offices, and community agencies to maximize member's program participation and health outcomes
6. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Current unrestricted license as a Registered Nurse issued by the state of California
- Associate's degree in Nursing and a minimum of seven years of experience in outpatient medical, care management, community health service delivery, behavioral health practice management, or related healthcare experience (a Bachelor'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 community-based nursing
- Working knowledge of the principles and practices of community-based service delivery to at risk populations, including motivational interviewing, trauma informed care, and other best practices
- Working knowledge of community-based organization and/or public health practices and processes
- Working knowledge of the principles and practices of case management
- Working knowledge of care management and coordination
- Working knowledge of evidence-based practice guidelines in the development of care plans
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency in the use of Windows-based PC systems and Microsoft Word, Outlook, PowerPoint and Excel, and database software
- Some knowledge of research, analysis and reporting methods
- Some knowledge of the principles and practices of program and project management
- Some knowledge of the concepts and guidelines related to Medi-Cal Managed Care
- Some knowledge of electronic medical record systems
- Some knowledge of utilization management principles and activities
- Ability to analyze, interpret and apply legal, regulatory and contractual language, policies, procedures and guidelines, and legislative and regulatory directives
- Ability to evaluate medical records and other health care data

- Ability to act as a technical resource and explain regulations, processes, and programs related to area of assignment
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to assist with the development and implementation of policies, procedures, projects, systems, and programs
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents
- Ability to maintain organized and accurate records
- Ability to present information, data and results in a clear and understandable manner utilizing methods appropriate to various forums
- Ability to develop training materials, in conjunction with Training and Development staff, and conduct training
- Ability to facilitate meetings and make presentations
- Ability to attend in-person meetings with community partners, providers, hospitals, and within Alliance offices
- Ability to communicate effectively and build collaborative working relationships with internal and external stakeholders
- Ability to demonstrate cultural awareness while acting as a liaison to providers serving the Alliance's diverse population of members
- Ability to exercise good judgment and tact when relating to health care providers
- Ability to work independently and as a member of a team

DESIRABLE QUALIFICATIONS

- Bachelor of Science in Nursing (BSN)
- Certification by a nationally recognized case/care management organization
- Bilingual (English/Spanish or English/Hmong)
- Experience in community health, public health, home health, or population health focused nursing
- Some knowledge of the state and federal regulatory processes
- Some knowledge of community care resources with the Alliance service area counties

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 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.