



UTILIZATION MANAGEMENT MANAGER – BEHAVIORAL HEALTH (BCBA)

Position Status: Exempt
Reports To: Utilization Management Director
Effective Date: 05/06/24
Revised Date:
Job Level: M2

POSITION SUMMARY

Under administrative direction, this position:

1. Provides management oversight of the Utilization Management (UM) Behavioral Health Therapy (BHT) Unit
2. Manages and leads the BHT team, acts as a subject matter expert, and provides guidance related to BHT utilization management activities and departmental operations
3. Performs BHT program effectiveness evaluation
4. Manages, supervises, mentors, and trains assigned staff
5. Performs other duties as assigned.

RESPONSIBILITIES

1. Provides management oversight of the Utilization Management (UM) Behavioral Health Therapy (BHT) Unit, with duties including but not limited to:
 - Developing, implementing, and overseeing BHT functions to ensure effective delivery of services, including Applied Behavioral Analysis (ABA) and other evidence-based approaches, to all qualifying members
 - Establishing and maintaining programmatic compliance with regulatory guidance, including service authorization mandates, assessment and treatment planning requirements, and timely access standards
 - Providing leadership in the design and implementation of UM BHT policies, processes, and procedures required to meet National Commission on Quality Assurance (NCQA) and Utilization Review Accreditation Commission (URAC) accreditation requirements for both the Medi-Cal and Medicare (D-SNP) line of business
 - Establishing systems to ensure that timeliness of decisions and quality of documentation are consistent with mandated guidelines
 - Ensuring that department policies and procedures support staff in daily activities and meet regulatory, contractual, and accreditation standards.
 - Maintaining knowledge of the UM software program functionality and leading the clinical team responsible for advising on replacement, upgrades, and user testing
 - Overseeing the tracking and monitoring of the accuracy and timeliness of data entered by staff to ensure compliance with mandated timelines
 - Ensuring that staff remain aware of the varying benefits applied to different lines of Alliance business and of any benefit changes
 - Ensuring that staff maintain current knowledge of the MCG Guidelines and other Medi-Cal criteria adopted by the health plan.
 - Participating in managing BHT authorization requests across the Continuum of Care to ensure efficiency of processes and workflows
 - Collaborating with internal departments and external stakeholders on BHT functions

- Coordinating BHT case management referral activities with Pharmacy, Quality Improvement, and Health Programs to improve health outcomes and promote appropriate use of resources
 - Developing and monitoring processes to proactively identify members that may qualify for Case Management or Enhanced Case Management (ECM) services
 - Developing and monitoring processes to support connections to school-based care
 - Developing and monitoring processes to support continuity of care and provider linkage
 - Investigating and following up on complaints, grievances and quality issues related to BHT prior authorization determinations
 - Ensuring that members are notified of appeal rights and that staff distinguish between the Knox-Keene regulations and those mandated by the California Department of Health Care Services
 - Ensuring that members are notified in writing of any denials in a timely and culturally competent manner, in accordance with contractual mandates
2. Manages and leads the BHT team, acts as a subject matter expert, and provides guidance related to BHT utilization management activities and department operations, with duties including, but not limited to:
- Developing and implementing unit goals and objectives and new or revised programs, work plans, systems, processes, and methods of operation
 - Developing, implementing, and ensuring compliance with department policies and procedures
 - Overseeing the preparation and maintenance of records, reports, and related documents
 - Assigning work activities, projects and program responsibilities, monitoring workflow, and reviewing and evaluating work products, methods, and procedures
 - Monitoring legislative and legal changes related to Alliance functions and ensuring communication of same
 - Preparing narrative and statistical reports and making presentations
 - Attending and participating in internal and external meetings related to UM Department activities
 - Conducting complex research and analysis related to UM BHT strategies
 - Monitoring the unit budget and project budgets and assisting the UM Director with budget development, purchasing, and invoice approvals
 - Developing and evaluating RFPs, 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
 - Providing support to the UM Director and acting for the Director in the Director's absence
3. Performs BHT program effectiveness evaluation, with duties including but not limited to:
- Performing ongoing monitoring of the BHT program to evaluate the plan's effectiveness and determining actions needed to address identified issues
 - Maintaining knowledge of regulatory and accreditation agencies and related requirements pertinent to prior authorization and integrated behavioral health, such as Department of Health Care Services (DHCS), Centers for Medicare and Medicaid Services (CMS), Department of Managed Health Care (DMHC), and Knox Keene
 - Tracking, analyzing, and reporting on productivity and quality metrics and developing strategies to address outlier performance
 - Reviewing and reporting on Utilization Review trending

- Managing UM Department preparations for and responses to regulatory audits and the construction and on-going monitoring of corrective action plans to ensure regulatory compliance
 - Maintaining relationships with local and state clinical and social service agencies relevant to BHT program activities
4. Manages, supervises, mentors and trains assigned staff, with duties including but not limited to:
- Providing clinical support and guidance to BCBA staff in daily utilization management functions
 - Managing and supervising staff, setting goals and objectives, delegating and assigning work
 - Providing mentoring, coaching, and development and growth opportunities to staff
 - Interviewing and participating in the selection of staff in conjunction with UM Director
 - Collaborating with UM Director in developing staff training plans, career pathways and routine individual staff performance reviews
 - Evaluating employee performance, providing feedback to staff, and coaching and counseling or disciplining staff when performance issues arise
 - Overseeing or conducting staff training, including the development and maintenance of training materials, in conjunction with the Learning and Development team
 - Identifying training gaps and opportunities for improved performance
 - Overseeing staff in multiple office locations and/or telecommute settings
5. Performs other duties as assigned.

EDUCATION AND EXPERIENCE

- Possession and continued maintenance of current and unrestricted certification as a Board Certified Behavior Analyst (BCBA) issued by the Behavior Analyst Certification Board (BACB)
- Master's degree in Behavior Analysis or other field of study that has met the requirements for BCBA certification by the BACB and a minimum of four years of experience providing behavioral health therapy to children diagnosed along the autism spectrum, including a minimum of two years of experience in a managed care environment and some supervisory or lead experience (a Ph.D. in Behavior Analysis 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 BHT best practices
- Thorough knowledge of BHT authorization and documentation requirements
- Working knowledge of managed care plan behavioral health responsibilities
- Working knowledge of Behavior Analyst Certification Board ethical guidelines
- Working knowledge of research, analysis, and reporting methods
- Working knowledge of the principles and practices of project management
- Working knowledge of the principles and practices of customer service
- Working knowledge of the basic principles and practices of supervision and training
- Working knowledge of and proficiency in Window based PC systems and Microsoft Word, Outlook, PowerPoint, and Excel, and Adobe Acrobat
- Some knowledge of the principles and practices of utilization management
- Some knowledge of electronic medical record systems
- 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 policies, procedures, projects, systems, and programs
- Ability to develop work plans and workflows and organize and prioritize team activities
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to analyze, interpret and apply legal, regulatory, and contractual language, policies, procedures and guidelines, and legislative and regulatory directives
- Ability to identify issues, conduct research, gather and analyze information, reach logical and sound conclusions, and offer recommendations and potential consequences, and mitigate risk
- Ability to independently document, summarize and resolve complex issues
- Ability to develop training materials, in conjunction with Learning and Development staff, and conduct training
- Ability to provide input regarding budget development, perform budget monitoring, and assist with purchasing activities
- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents
- Ability to present information, data and results in a clear and understandable manner utilizing methods appropriate to various forums
- Ability to provide leadership, facilitate meetings, and guide employees in the resolution of issues
- Ability to demonstrate a collaborative management style, build rapport, and effectively manage internal and external business relationships Ability to foster effective and collaborative working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to adapt to or initiate change

DESIRABLE QUALIFICATIONS

- Experience working as a member of a collaborative multidisciplinary team
- Experience working with health care delivery systems and/or in a public agency or health plan environment
- Working knowledge of the principles and practices of utilization management

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.