



Elbowoods Memorial Health Care Centers

Chief Executive Officer
1058 College Drive
New Town, ND 58763-4400
(701) 627-4750
Fax: (701) 627-2809

OPEN: 0/00/00
CLOSE: OPEN

EXEMPT
NON-EXEMPT

POSITION DESCRIPTION

POSITION: **Manage Care Coordinator**
RESPONSIBLE TO: Manager Care Nurse
SALARY: Starting salary will be determined by funding, experience, and training level.
CLASSIFICATION: Non-Management, Regular, Full-time
LOCATION: Elbowoods Memorial Health Center
1058 College Drive
New Town, ND 58763-0400

POSITION SUMMARY: This position supports the Health care systems and utilization management functions and acts as a liaison between members and providers, delegates and operational service coordinators. Prepare case histories and reviews by conducting telephone interviews, ascertaining information from doctors/patients, and obtaining information from facilities/providers.

1. Responsible for managing, maintaining and understanding all managed care contracts for system billing. This includes understanding the reimbursement techniques and strategies so that payment is received as contracted.
2. Responsible for the appeals of all managed care denials, underpayments, and over payments as per contract guidelines.
3. Responsible for post payment audits on all payments from all payers to be sure that payment was received as per the written contract.
4. Coordinate special projects for the Contract Health and/or Business Office or other billing or non-billing management personnel that includes, but not limited to, reimbursement analysis by payer, trending of managed care issues by payer, sit on managed care committee to review all managed care activity in the system.
5. Performs selected concurrent review activities including selected procedure review and communicating with facilities/providers to obtain patient information or medical records.
6. Initiates call backs and correspondence to members and providers to coordinate and clarify benefits and courses of treatment.
7. Assist in conducting report analysis and preparing data for summary of findings.
8. Monitors and tracks the receipt and appropriate resolution of special letters and inquiries.
9. Coordinates the purchase of selected durable medical equipment.
10. Verifies fees and contract provisions.

11. Participates in special projects as required.
12. And other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- The Managed Care Coordinator must be a mature, aggressive professional who is self-directed, be motivated, work with little or no supervision and assume leadership.
- This individual must have impeccable communication and problem-solving skills to work through reimbursement issues.
- Must be able to lead others in billing to problem-solve managed care issues and provide leadership to accomplish resolution to them.
- Individual must have the ability to interpret complex reimbursement contracts and schedules in order to audit and review post-payment audits accurately. I
- Individual should be committed to working in a fast-paced and changing environment and have a high energy level and the ability to accomplish objectives with a minimum of supervision.
- Must have excellent problem solving skills.
- Attention to detail is essential.
- Work must be well documented. Must be able to communicate with all level of management and employees, both orally and in writing.
- Must be able to identify problems and recommend solutions.
- Must be adept in negotiations.
- Must be able to negotiate, when necessary, reimbursement issues, and keep the well-being of Health Systems financial matters in mind, while at the same time managing delicate managed care relationships between system and payors.
- Performs selected medical appropriateness protocol procedure activities including telephone interviews and collection of information from doctors/patients.
- Knowledge of the requirements and language of contract management
- Interpersonal/human relations skills
- Verbal and written communication skills
- Negotiation skills
- Ability to design and maintain a database
- Ability to maintain confidentiality

QUALIFICATIONS, EXPERIENCE, EDUCATION

- Bachelor's degree from an accredited college or university, **REQUIRED**, *Must submit copy of degree or transcripts with application.*
- 2 years related work experience, **PREFERRED**.
- Computer knowledge and proficiency, **REQUIRED**.
- Ability to work independently in the absence of supervision.
- Must be responsible, dependable, and able to maintain confidentiality of information.
- Must submit and clear Criminal Records Background Check.
- Must submit to an Alcohol/Drug Screen and random testing as per policy.
- Indian Preference will apply. *Must submit documentation with application to qualify for Indian Preference.*

- Veterans Preference will apply. *Must submit documentation with application to qualify for Indian Preference.*

WORKING CONDITIONS:

- Work is performed in an office environment with varying conditions of noise level, temperature, and illumination.
- Occasionally lifts up to 25 pounds of material.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
- Work is performed inside with exposure to unpredictable crisis situations.
- Shift work may be required.
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
- Travel may be required to accomplish facility goals.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR THREE AFFILIATED TRIBES HEALTH CARE CENTER POSITIONS.

Currently there are no housing units available or relocation assistance.

APPLICATION PROCEDURE

Submit a Three Affiliated Tribes; ***Application for employment*** with all requirements and supporting documentation to:

Elbowoods Memorial Health Center
ATTN: Chief Executive Officer and/or Human Resource Dept.
1058 College Drive
New Town, ND 58763-0400

Please Note: If requirements are not met, i.e. submissions of a resume in lieu of a Three Affiliated Tribes Health Care Center application, or not including a required certification or document, your application will not be reviewed and will be disqualified.

Indian Preference Will Apply: In accordance with Three Affiliated Tribes Health Care Center policy, priority in selection will be given to qualified applicants who provide proof of eligibility for “Indian Preference”.

Veterans Preference Will Apply: In accordance with Three Affiliated Tribes Health Care Center policy, priority in selection will be given to qualified applicants who provide proof of eligibility for “Veteran Preference”.

Applications will not be returned.