

FRESNO AMERICAN INDIAN HEALTH PROJECT

1551 E. Shaw Avenue, Suite 139 Fresno, CA 93710 (559) 320-0490 fax (559) 320-0494

CaAIM PROGRAM MANAGER

Position Description

Title: CaAIM Program Manager

Position Highlight: This individual manages the CaAIM Enhanced Care Management (ECM) and Community Supports (CS) Programs.

Department: Supervised by: Director of Operations

Supervises: None

Travel Required: Occasionally

Salary Range: \$70,000 – \$95,000 Annually

Type: Full-time, Exempt

POSITION PURPOSE AND SUMMARY

The CaAIM Program Manager is part of the ECM) and CS multi-disciplinary team representing the agency, meetings, and program reviews. This position is responsible for providing support and program development of CaAIM programs, program implementation, operational functions, and program coordination and evaluation. This position ensures effective quality managed care services for health plan members, oversees referrals for ECM and CS programs, and supports the ECM and CS assessment and case management process and implementation of treatment plans consistent with health plan requirements. The CaAIM Program Manager will be responsible for collaborating and implementing program processes, analyzing data, reviewing and/or creating policies and procedures specific to the ECM and CS Program, ensuring compliance including audits and reviews, and building relationships with key stakeholders. This position is also responsible for implementing and supporting program systems and processes to maximize the effectiveness and responsiveness of the ECM and CS Program. The CaAIM Program Manager will work closely with the care teams, providers, oversight agencies, and community-based organizations to ensure the ECM and CS program's success, member care, and treatment.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Assists the Director in ensuring that all required data and reports are completed and submitted to appropriate sources.
- Collaborates with Quality Improvement and Information Technology to ensure compliance with established quality measures and managed care plans.
- Provide training and support to the CaAIM program
- Assists with ECM and CS care planning for members.
- Track case management caseloads weekly to ensure the ratio is following standards.
- Oversees and provides insight into clinical documentation of members' care management and coordination.
- Assists with protocols, policies, and accompanying workflows.
- Maintain CaAIM referral processes and ensure they are followed
- Review billing processes to ensure accurate and timely reimbursement
- Analyze data to identify areas for improvement and make recommendations for changes
- Review and analyze stats monthly to ensure compliance with turnaround and throughput timeframes.
- Ensure high-quality compliance with all regulatory requirements and contractual obligations, along with the implementation of workflows and processes for CaAIM.
- Develop and maintain relationships with key stakeholders, including FAIHP staff, oversight agencies, and community-based organizations
- Monitor program performance and provide regular reports to leadership
- Addresses any customer complaints/feedback
- Keeps Director well informed regarding activities, pending issues, and potential problems.

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- Oversees client coordination of care, data collection activities as necessary, customer service, and any necessary scheduling with multi-disciplinary team members.
- Assists and reviews any CalAIM data, productivity, audits, no show, and/or referral tracking reports and reconciles documentation with codes and periodic audits.
- Works with the Billing Manager on reports such as open encounters, no-shows, unpaid claim balances, productivity, referrals, and any other necessary reports to ensure quality care.
- Produces monthly reports that record the program's agency-wide client/encounter and activity data.
- Participates in agency-wide positive outreach efforts to the community and other community agencies.
- Adheres to agency policies and procedures and advances the goals of FAIHP in a manner that embodies the agency's philosophy.
- Maintains strict confidentiality of client and personnel information, adhering to HIPAA, professional codes of conduct, State of CA regulations, Privacy Act, and FAIHP policies and procedures.
- Other duties as assigned to fulfill the agency's mission and continuous flow of operations.

MINIMUM MANDATORY QUALIFICATIONS, SKILLS, KNOWLEDGE, QUALITIES & PRIOR EXPERIENCE REQUIRED

- Associate's Degree in Business, Public Health, Social Work, or Related Field or equivalent experience may be substituted.
- Demonstrated Verbal & Written Communication Skills
- Minimum two years' experience supervising people preferred
- Valid California Driver's license and DMV report with fewer than two infraction points within 12 months and automobile insurance.
- Demonstrated computer skills proficient in Microsoft Office Suite, NextGen, and learning new software programs

POSITION QUALIFICATION PREFERENCES

- Knowledge of the Indian Self-Determination and Education Assistance Act (Public Law 93-638)
- Experience working with the American Indian community
- Knowledge of the Indian Health Service (IHS)
- Experience utilizing NextGen database system
- Experience in healthcare management, with a focus on care coordination and program development
- Knowledge of California Medicaid (Medi-Cal) and Managed Care programs
- Excellent organizational and leadership skills
- Strong communication and interpersonal skills
- Ability to work independently and as part of a team

WORK ENVIRONMENT

- Work environment: The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate.
- Physical demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is required to frequently stand, walk, sit, bend, twist, talk and hear. There are prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job

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include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors and staff.

Mental demands: There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties, all employees of Fresno American Indian Health Project (FAIHP) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare and social services industry.
- Interact in an honest, trustworthy, and dependable manner with clients, employees, and vendors.
- Possess cultural awareness and sensitivity.
- Meet or exceed the performance standards as set by your supervisor.
- Work independently and as a team member; consistently demonstrates professionalism, courtesy, efficiency, excellent internal and external customer service, high ethical standards, and behavior that contribute to harmonious relationships.

INDIAN PREFERENCE

FAIHP has implemented an Indian Preference in Employment Policy. Pursuant to this Policy, applicants who meet the minimum qualifications for this position and who are enrolled members of a federally recognized Tribe will be given primary preference in hiring and employment for this position. Other candidates will be considered only after all candidates entitled to this preference have been fully considered.

OTHER

All employees must maintain a current (annual) negative/inactive tuberculosis test/x-ray results on file, have a negative result on a pre-employment drug test, consent to and pass a character investigation as prescribed in P.L. 101-630, section 408 and uphold all principles of confidentiality and patient/client care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

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Disclaimer: The information in this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

ACKNOWLEDGMENT

I have reviewed the content of this position description and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions:

Employee (printed name)

Employee (signature)

Supervisor (printed name)

Supervisor (signature)

Date
