



Position Description

Title: Insurance Care Manager		
FLSA Class: Exempt	EEO Category: Professional	WC Class: 8861
Job Title# 30010	Salary Grade:	
Date Approved: 12/15/2017		Purchasing Authority Level: 0
Revision Date:	Revision:	
	Job Class:	

Purpose of Position

The Insurance Care Manager serves as the liaison between Great Circle clinical teams and insurance companies for obtaining and continuing RTC, PHP, IOP and OP services to clients at multiple Great Circle locations. Communicates effectively with the behavioral health plans to secure continued stay authorizations, obtain transitional care authorizations, and to provide discharge information when the client is dis-enrolled from services. Works closely with admissions and clinical teams to collect and analyze data supporting treatment recommendations. This position reports to the Director of Managed Care.

Major Duties (*Essential Element)

- Follows all commercial insurance admissions for utilization management and conducts continued stay, transition in care, and dis-enrollment reviews to maximize potential reimbursement for services*
- Works with the clinical team and utilizes electronic tools to gather clinical data substantiating the request for authorization. Provides this to the insurance vendor in a timely manner according to the next review date*
- Communicates insurance vendor concerns, questions and requests to the clinical team and acts as liaison so all parties are aware of authorizations, benefit limitations, medical necessity criteria for continued stay, discharge planning, and any denials or appeals that are in process. Coordinates peer to peer reviews as needed.*

- Tracks admissions, reviews, covered and non-covered days of service and authorization numbers and documents in the client's record and updates information in Credible.
- Answers inquiries from therapists and case managers regarding insurance benefits, authorizations, and denials of care and the potential financial impact of these events* Provide trainings to clinical teams regarding treatment plans, progress notes and discharge planning to aid and improve the concurrent review documentation.
- Other duties as needed for the betterment of Great Circle

Working Conditions

Office environment. Lighting and temperature adequate.

Physical Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This person must be able to sit or stand at a personal computer for a reasonable length of time typing and reading. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This person must be able to see, hear, speak, walk, and sit. Must be able to use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl. Vision abilities required for this job include close vision, distance vision, peripheral vision, depth perceptions, and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Budget Responsibility

None

Supervisory Responsibility

None

Qualifications

- Strong customer service focus, excellent time management, oral and written
- Understanding of mental health and substance abuse issues for children, adolescents, and adults.
- Able to coordinate with local and remote clinical team members in person as well as by utilizing electronic communication methods.
- Proficient in common word processing, spreadsheet, database management and web based applications.
- Superior oral and written communication and customer service skills required.

Required Education and Experience

- Master's Degree in Social Work, Counseling, Psychology or related field.
- Experience working with commercial and managed Medicaid behavioral health plans.
- Experience securing continued stay authorizations for mental health services, solid working knowledge of the current CPT coding for behavioral health services, and familiarity with DSM diagnostic classification.
- Prior work experience working with accounting/claims for billing resolution, ability to multi-task and superior oral and written communication and customer service skills are required.
- Current, valid driver's license and meet Great Circle requirement for driver's insurance.

Preferred Education and Experience

Experience working in a trauma informed environment is preferred but not required

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee printed name: _____ Date: _____

Employee signature: _____