



JOB TITLE: Medical Case Manager

POSITION DESCRIPTION:

Under the direction of the Program Manager, the Medical Case Manager (MCM) will focus on carrying out program activities to meet contractual agreements set by BIENESTAR on behalf and for clients. The MCM will provide care management and overall support services to patients while ensuring that case management services operate within industry standards and meets all contractual requirements and guidelines. The MCM will work in collaboration with staff to implement, monitor, and maintain a program, under SAMHSA, LA County and DHSP guidelines. This will include, but not be limited to Initial Nursing Assessments, chronic disease management/treatment protocols, referral process, authorization process, linkage to care, and facilitation of client access to primary health care.

DUTIES/RESPONSIBILITIES:

- Conducts a comprehensive initial assessment on each client, which includes obtaining physical, psychosocial, environmental, eligibility, and financial information and evaluating the client's strengths, needs, and available resources.
- Acts as a liaison between BIENESTAR and other community-based service providers; advocates on behalf of the client in overcoming obstacles to service being provided to client. Collaborates with other team members to implement specialty referral guidelines and to determine patient's eligibility for referral authorization, i.e., Medi-Cal/Medicare status.
- Assists clients in applying for services, including but not limited to food, shelter, transportation, medical care, benefits, counseling, and emotional support; for more difficult cases, refer clients to agency and/or community-based specialists for assistance.
- Collaborates with healthcare providers, case management staff, and outside organizations in planning, organizing, and implementing patient care plans for chronic disease management (e.g., HIV, Hepatitis C, Diabetes).
- Provides outreach and ensures that clients are aware of services available. Serves as a liaison between medical care provider and BIENESTAR.

- Assist with health care education for client, partner, and family members. Education topics include risks and benefits associated with treatments and procedures, pre and post procedure instructions, chronic disease pathogenesis, medication issues, nutritional guidance, and preventive health behaviors including HIV and substance abuse prevention.
- Ensures that there is clear and concise communication, including case presentations, written progress notes, medication lists, summaries, and reports. Maintains the client's Electronic Health Record (EHR) to ensure that the client's health care, program activities, treatment and progress is properly recorded and monitored.
- Oversees the coordination services of outside agencies such as home health, hospital admissions, and hospice care.
- Supports the monitoring of specialist appointments for reconciling the funding/billing/reporting requirements.
- Develops materials and assists with health care education for client, partner, and family members.
- Ensures compliance with OSHA, HIPAA and other applicable regulations;

EXPERIENCE AND SKILLS:

- Bachelors degree in Psychology, Sociology, Social Work, Health Sciences or related field.
- Minimum of 3 years' experience in direct patient care, preferably in an ambulatory care setting; minimum of 2 years' experience in Case Management;
- Sensitivity to the needs of diverse cultures and populations, the issues of families impacted by HIV, and to HIV positive persons.
- Current knowledge and experience in HIV/AIDS, Hepatitis C and Chronic Disease care/management; basic knowledge of state and federal reporting requirements.
- Excellent verbal and written communication skills, including strong organizational, detail and interpersonal skills;
- Good computer skills including experience using Microsoft Office programs (Word, Excel, Outlook, etc.)
- Knowledge of quality assurance/management/improvement.as well as SAMHSA, LA County, DHS and other regulatory standards including state/federal laws, rules and regulations.

\$22 to \$26 Hourly

401K, Dental, Life, Medical

Full-Time

HOURS:

The agency's hours are from 10 a.m. to 7 p.m. Monday through Friday.

FOR FURTHER INFORMATION OR TO APPLY:

To apply, email your cover letter and resume to hrjobs@bienestar.org, including "Bienestar Medical Case Manager" in the subject line.

Positions will remain open until filled. Bienestar is an equal opportunity employer.