

**JOB DESCRIPTION:** Integrated Health Coordinator

**EMPLOYMENT CATEGORY:** At-will,  
Administration

**POSITION HIRED BY:** Mid-State Health Network (MSHN)

**FULL-TIME/PART-TIME:** Full-time

**SUPERVISOR:** Director of Utilization & Care Management

**EXEMPT/NON-EXEMPT:** Exempt

**MANAGEMENT RESPONSIBILITIES:** Personnel - No  
Resources - Yes

**CREDENTIALING:** No

### Position Overview:

This position is responsible for coordinating population health and integrated care initiatives at Mid-State Health Network (MSHN) such as Certified Community Behavioral Health Centers (CCBHCs), Behavioral Health Homes (BHH), Opioid Health Homes (OHH), and evidence-based population health practices. The Integrated Health Coordinator will work closely with Community Mental Health Service Programs (CMHSP), Substance Use Disorder Service Providers (SUDSP), and Medicaid Health Plans to ensure strong care coordination across behavioral health and physical health systems for mutually served Medicaid beneficiaries. This Integrated Health Coordinator will also provide ongoing support and technical assistance to the MSHN provider network to ensure successful implementation of integrated health strategic initiatives. This position reports to the Director of Utilization and Care Management.

Additionally, the Integrated Health Coordinator will assist with data collection, report development, and monitoring of key quality performance indicators. The ideal candidate will possess knowledge of the principles of population health and integrated service delivery models as well as an understanding of the structure of Michigan's publicly funded behavioral health and substance use disorder system.

This position requires excellent written and oral communication skills, the ability to prioritize a workload, strong organizational skills, proficiency with Microsoft Office, a functional knowledge of data analytics, and the capacity to develop proficiency with additional software applications with basic instruction.

This position is responsible for carrying out all activities of the Pre-Paid Inpatient Health Plan (PIHP) in such a manner that fulfills the organization's mission, strategic priorities, and assures compliance with policies and procedures.

### Qualifications

#### Minimum Qualifications

- Bachelor's degree in nursing, public health, epidemiology, health care administration, social work, or a related human services or healthcare field
- 2 years' experience in behavioral health or substance use treatment service delivery or public health
- Knowledge of principles and practices of continuous quality improvement
- Capacity to use data to inform decisions and recommendations regarding program development, quality improvement, resource allocation and expansion of best practices.
- Knowledge and experience in distilling and presenting complex information into high-level written reports and/or high-quality delivery of presentations.

### Preferred Qualifications

- Master's degree in nursing, public health, epidemiology, health care administration, social work, or a related human services or healthcare field
- Experience and knowledge with project management.
- Knowledge of the Michigan Public Behavioral Health System
- Experience working in a Michigan Community Mental Health Services Program, licensed substance use disorder treatment program, or a Pre-Paid Inpatient Health Plan
- Knowledge of all federal statutes surrounding participation in the Medicare and Medicaid programs; and
- Knowledge of Michigan's Mental Health Code and Public Health Code governing behavioral health and substance abuse services.

### Required Skills

- Excellent organizational skills and ability to prioritize a workload amid often competing priorities
- Excellent interpersonal and human relations skills
- Strong data management and analytic skills
- Cultural competency, sensitivity, and the ability to respond to all persons with patience, professionalism, and empathy
- Ability to work in a self-directed environment and meet established deadlines
- Excellent verbal and written communication skills
- The ability to present complex information in a concise, understandable format
- Ability to interact positively and collaboratively with Community Mental Health Service Programs (CMHSP) and Substance Use Disorder Service Providers (SUDSP), co-workers, and community representatives from diverse cultural and socio-economic backgrounds
- Use of a personal computer (PC) for administration and communication
- Use of Microsoft Office; and
- The ability to legally drive within the State of Michigan

<u>Responsibilities</u>	<u>Designated Back-Up</u>
Provide support, technical assistance, and complex case consultation as needed to Health Home Partners to ensure effective delivery of health home services.	
Develop and maintain content on MSHN website related to regional integrated healthcare initiatives such as Certified Community Behavioral Health Centers (CCBHC), Opioid Health Homes (OHH) and Behavioral Health Homes (BHH).	
Support the oversight, preparation, and submission of required monthly, quarterly, and annual reports for integrated health initiatives and MDHHS contractual requirements.	
Review beneficiary enrollment information inside the Waiver Support Application (WSA) and assign eligible beneficiaries to designated Certified Community Behavioral Health Center (CCBHC) as appropriate.	
Ongoing completion of tasks in the Waiver Support Application (WSA) and internal MSHN Managed Care Information System to support health home services: verification of beneficiary Medicaid eligibility; enrollment, disenrollment, and transfer of beneficiaries to appropriate health home sites; review clinical documentation from Health Home Partners (HHPs) for accuracy; monitor monthly reports to verify admission and engagement status of beneficiaries with health homes.	

Preparation and facilitation of monthly care coordination meetings with Medicaid Health Plans including identification of high-risk beneficiaries, agenda preparation, physician care coordination letters, and communication with CMHSP or SUDSP providers involved in identified beneficiaries' care.	
Monitor progress of beneficiaries receiving care management, ensure appropriate follow up, and update integrated care plans in CareConnect 360 monthly, at minimum.	
Facilitate weekly information sharing of psychiatric inpatient admissions and discharges with Medicaid Health Plans to support joint integrated health metrics	
Work with MSHN Data and Report Manager and MSHN Quality Manager to develop internal data collection and reporting processes as needed to support integrated health initiatives.	
Provide data analytics support for the integrated health key performance measures in collaboration with MSHN Quality Manager	
Track and trend hospital emergency department visits related to substance use and share the information with applicable provider partners (CMHSPs, SUDSPs) to support outreach and follow-up care	
Represent MSHN, as needed, on various statewide, regional and/or county councils, coalitions, and workgroups.	
Establish and maintain positive working relationships with beneficiaries, network providers, community partners and regulatory agencies. Coordinates with MSHN Customer Service Department to respond to inquiries or concerns with a supportive approach and to involve other internal and/or external stakeholders in the issue resolution process.	
Observe all rules of confidentiality as it relates to beneficiary protected health information, both internally and in dealing with outside individuals and/or agencies.	
Be knowledgeable about and actively support: <ul style="list-style-type: none"> <li>• culturally competent recovery-based practices,</li> <li>• person centered planning as a shared decision-making process with the individual, who defines his/her life goals and is assisted in developing a unique path toward those goals, and</li> <li>• a trauma informed culture of safety to aid consumers in the recovery process</li> <li>• principles and practices of diversity, equity, and inclusion</li> </ul>	
Perform other duties as assigned	

### Compensation

This is a full-time, salaried position with additional benefits. Minimum hours will be 40 per week. The schedule will be set in conjunction with the needs of the organization as approved by the MSHN Deputy Director and MSHN Director of Utilization and Care Management.

## Environment & Safety

### Minimum Physical Requirements

- Ability to exert/lift up to 25 pounds of force occasionally and/or up to 15 pounds frequently and/or up to 10 pounds constantly to move objects;
- Ability to sit for extended periods of time;
- Ability to travel offsite for various meetings, activities, and events; and
- Ability to use computer, telephone, copy machine and various office equipment.

### Work Environment

- Remote home office environment with occasional (monthly) in-office attendance
- Occasional travel by automobile

To carry out this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

My signature below affirms that I have reviewed the job description and agree that it accurately reflects the scope of the position for which I am responsible.

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Employee Signature

Date

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Supervisor Signature

Date