



Mid-State Health Network

JOB DESCRIPTION: Utilization Management Specialist	EMPLOYMENT CATEGORY: At-will, Administration
POSITION HIRED BY: Mid-State Health Network (MSHN)	FULL-TIME/PART-TIME: Full-time
SUPERVISOR: Utilization Management Administrator	EXEMPT/NON-EXEMPT: Exempt
MANAGEMENT RESPONSIBILITIES: Personnel - No, Resources - Yes	CREDENTIALING REQUIRED: Yes

Position Overview:

Under the supervision of the Utilization Management Administrator this position authorizes services and assists in monitoring adherence of contracted providers to established site review protocols, service authorization criteria, and regional policy to ensure appropriate access and effective/efficient use of behavioral health and substance use disorder services. This position shall review the appropriateness of admissions and authorization requests, to confirm, through clinical review, the medical necessity of treatment services based on individual client needs, service eligibility, efficacy of proposed treatment (in comparison to other available treatment options), and treatment history. This position shall be involved in reviewing and making determinations on authorization requests, provide care management, and provide training and technical assistance to network providers as needed to ensure efficient utilization management functions. Responsible for carrying out all activities of the Pre-Paid Inpatient Health Plan (PIHP) in such a manner that fulfills the organization’s mission and assures compliance with policies and procedures.

Qualifications

Minimum Qualifications

- Master’s degree in social work, psychology, professional counseling, nursing or a related field;
- Appropriate licensure, in good standing;
- 3 years’ experience in clinical service delivery;
- Thorough working knowledge of the principles and practices of utilization management;
- Knowledge of the principles and practices of continuous quality improvement;
- Knowledge of appropriate MDHHS rules, regulations, and standards relating to quality improvement and utilization management;
- Working knowledge of the principles and practices of healthcare coordination; and
- Knowledge of methods and techniques of research, statistical analysis and report presentation.

Preferred Qualifications

- Direct work experience in utilization management;
- Experience in a Michigan Community Mental Health Services Program, Substance Use Disorder Treatment Program or a Pre-Paid Inpatient Health Plan;
- Knowledge of clinical practices across a range of behavioral health diagnostic categories;
- Knowledge of current evidence-based standards of care, clinical guidelines and protocols, and care models for behavioral health as well as chronic physical health conditions
- Knowledge of managed care compliance requirements specific to UM functions;

- Experience in and use of data analytics and population health assessment for the purpose of performance improvement;
- Knowledge of all federal statutes surrounding participation in the Medicare and Medicaid programs;
- Knowledge of Michigan’s Mental Health Code and Public Health Code governing substance abuse services; and
- Lived experience with behavioral health issues is desired.

Required Skills

- Excellent organizational skills and ability to prioritize a workload;
- Strong data management and analytic skills;
- Observes all rules of confidentiality as it relates to consumer information, both internally and in dealing with outside individuals and/or agencies.
- Assures ongoing competency and assurance of consumer rights protection.
- Excellent interpersonal and human relations skills;
- Excellent verbal and written communication skills;
- The ability to publicly present complex information in a concise, understandable format;
- Ability to interact positively and collaboratively with Board members, executives and finance officers to include Community Mental Health Service Programs (CMHSP) and Substance Use Disorder Providers, co-workers, clients, 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>
Understand and navigate clinical issues relating to mental illness, intellectual and developmental disabilities, and substance use disorders.	Access Specialists
Participate in Community Mental Health Service Program (CMHSP) and Substance Use Disorder Service Provider (SUDSP) site review activity as indicated.	UM Administrator
Understand and use clinically appropriate screening tools relating to eligibility and level of care for various populations served.	Access Specialists
As necessary, determine financial responsibility; provide notice of recipient rights, confidentiality and release of information documents to individuals as required by law or funding source.	Access Specialists
Provide backup assistance for the Access Specialists, including answering phone calls, providing information, conducting clinical screenings, and facilitating referrals to appropriate programs and services based on the individual’s needs and preferences.	Access Specialists
Review and monitor the use of services across all levels of care to determine appropriate application of service guidelines and medical necessity criteria.	UM Administrator

Review and provide decisions for initial and re-authorization requests within timeliness standards; authorization decisions are based on consumer eligibility for service, medical necessity, and level of care.	UM Administrator; other UM Specialists
Review reports of Substance Use Disorder (SUD) utilization activities to detect under and/or over utilization of services and work with providers to remediate identified practices that are contributing to undesired outcomes.	UM Administrator; other UM Specialists
Use population health information systems including CareConnect 360, alerts (ADTs) and other data to monitor utilization, health status, and healthcare coordination opportunities for individuals receiving behavioral health and/or SUD treatment services	UM Administrator; other UM Specialists
Facilitates communication related to care coordination among MSHN's provider network and other specialty providers; focuses on ensuring highly effective collaboration between care providers that leads to an integrated care experience for the person(s) served.	SUD Care Navigator
Meet or exceed established internal UM department performance expectations.	N/A
Establishes and maintains appropriate working relationships with consumers, network providers, outside agencies, accrediting organizations, etc.	N/A
Observes all rules of confidentiality as it relates to consumer information, both internally and in dealing with outside individuals and/or agencies.	N/A
Be knowledgeable about and actively support: <ul style="list-style-type: none"> • culturally competent recovery-based practices, • 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, • a trauma informed culture of safety to aid consumers in the recovery process, and; • principles and practices of diversity, equity, and inclusion 	N/A
Provide input into regional policy and procedure drafts and implementation.	UM Administrator
Work with regional providers to provide technical assistance with UM practices and authorization decisions.	Access Administrator; UM Administrator
Performs other duties as assigned	N/A

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.

Environment & Safety

Minimum Physical Requirements

- Ability to exert/lift up to 25 pounds of force occasionally;
- 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 in-person attendance;
- Ability to be on-call for non-traditional hours; and
- 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.

Employee Signature

Date

Supervisor Signature

Date