



Mid-State Health Network

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

Position Overview:

Under the supervision of the Access Administrator this position assists individuals who approach the Pre-Paid Inpatient Health Plan (PIHP) access system in a warm and welcoming manner by providing information, clinical screening, and referrals for substance use and behavioral health services. This position involves daily contact with members of the public (typically by phone) and requires excellent customer service skills and the ability to apply sound clinical decision-making to support a variety of needs that individuals may present with. Ideal candidates for this position will have a strong knowledge of the American Society for Addiction Medicine (ASAM) Criteria and the ability to effectively administer clinical screenings in order to make appropriate level of care recommendations for persons seeking services.

Additionally, Access Specialists assist with monitoring adherence of contracted providers to established regional policies, procedures, protocols, and eligibility criteria for delegated access functions. This position will work closely with Community Mental Health Service Programs (CMHSP), Substance Use Disorder Service Providers (SUDSP), and community referral partners such as local court systems, probation and parole agents, primary care clinics, hospitals, and child welfare workers. 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 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;
- Michigan Certification Board for Addiction Professionals (MCBAP) Certified Alcohol and Drug Counselor (CADC) credential, Certified Advanced Alcohol and Drug Counselor (CAADC) credential – or – ability to obtain within 12 months of hire;
- 2 years’ experience in SUD or co-occurring behavioral health and SUD clinical service delivery;
- Knowledge of current evidence-based standards of care, clinical guidelines and protocols, and care models for behavioral health and SUD; and
- Knowledge of appropriate Michigan Department of Health and Human Services (MDHHS) rules, regulations, and standards relating to behavioral health and SUD access, service delivery, and quality improvement;

Preferred Qualifications

- Direct work experience in access and/or crisis services;
- Experience in a Michigan Community Mental Health Services Program, SUD Treatment Program or a Pre-Paid Inpatient Health Plan;

- Knowledge of clinical practices across a range of behavioral health and SUD diagnostic categories;
- Knowledge of managed care compliance requirements specific to service access functions;
- 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;
- Observe all rules of confidentiality as it relates to consumer information, both internally and in dealing with outside individuals and/or agencies;
- Assure ongoing competency and assurance of consumer rights protections;
- 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 Community Mental Health Service Programs (CMHSP) and Substance Use Disorder Service Providers (SUDSP), 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.	UM Specialists
Participate in Community Mental Health Service Program (CMHSP) and Substance Use Disorder Service Provider (SUDSP) site review activity as indicated.	Access Administrator
Understand and use clinically appropriate screening tools relating to eligibility and level of care for various populations served.	UM 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.	UM Specialists
Assure provision of information on available programs to assist individuals and families with informed program choice; facilitate referrals to appropriate programs and services based on the individual’s needs and preferences.	UM Specialists
Work closely with MSHN UM Specialists, SUD Care Navigator, and Veteran’s Navigator to ensure individuals approaching the Access system receive comprehensive care coordination and linkage to specialty services as needed.	Access Administrator
Track and manage service availability within the SUD provider network, including bed availability and waitlist management in accordance with Michigan Department of Health and Human Services (MDHHS) reporting requirements.	Access Administrator

Ensure individuals are offered assessment and admission to treatment within established timeliness standards and monitor provision of interim services, as necessary.	Access Administrator
Determine referral source and provide initial service authorization, as appropriate, within established timeliness standards; authorization decisions are based on consumer eligibility for service, medical necessity, and level of care.	UM Specialists
Ensure compliance with grievance and appeals and adequate and advance notice practices for MSHN access activities in coordination with MSHN Customer Service.	Access Administrator
Facilitate and authorize single-case agreements to procure medically necessary services when an individual's treatment needs or preferences include the use of a service provider that is not part of the MSHN contracted provider network.	UM Specialists
Link and coordinate with local emergency/crisis services in the event a person is experiencing a crisis during an Access screening.	Access Administrator
Support transitions of care between outpatient and residential treatment settings and ensure effective care coordination is occurring among MSHN's provider network and other specialty providers; ensure 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 Access Team performance expectations. Examples include but are not limited to: phone call response times, documentation standards, timely reporting, etc.	N/A
Work collaboratively with MSHN Director of SUD Services & Operations, Treatment Team, Quality Assessment Performance Improvement (QAPI), Customer Service and other teams as necessary to address consultation and technical assistance needs of the Provider Network.	Access Specialists
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, and; • a trauma informed culture of safety to aid consumers in the recovery process • principles and practices of diversity, equity, and inclusion 	N/A
Provide input into regional policy and procedure drafts and implementation.	Access Administrator
Work with regional providers to provide technical assistance with access practices and screening and authorization decisions.	Access Administrator/UM Administrator
Performs 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.

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 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