

ASSISTANT SUPERVISOR OF MANAGED CARE

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Oneida County Department of Social Services and involves responsibility for assisting the Managed Care Supervisor in coordinating, implementing, and monitoring the activities required to provide Medicaid eligible recipients in Oneida County with medical assistance services directly and indirectly from a managed care provider including case management. Responsibilities include participation in the recruitment, negotiation and monitoring of managed care contracts. The incumbent in this class interacts with the client and provider population to assure quality services. The work is performed under the general super-vision of the Managed Care Supervisor. Supervision is exercised over lower level staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Assists and plans in the review of contracts between the Department of Social Services and medical providers;
- Assists in the review of contracts between the Department of Social Services and medical providers;
- Reviews client and provider profiles for the purpose of identifying unusual utilization patterns;
- Assists in the preparation of reports related to both client and provider population;
- Performs research activities and prepares reports required;
- Interacts with the client and provider population to assure quality services;
- Supervises lower level staff as assigned to the Managed Care Program;
- Monitors client grievances, quality assurance procedures and prepares special reports as needed;
- Assists in training for employees involved in operating the program;
- Participates with data processing and clerical staff in designing and implementing automated systems and statistical procedures to monitor and assess the continued success of Managed Care;
- Participates in speaking engagements to orient the medical community to the nature of the program.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of Federal and State legislation relative to the Medicaid program; thorough knowledge of the operating characteristics of the Department of Social Services, good knowledge of Managed Care procedures; ability to implement policies and procedures; ability to communicate both orally and in writing; resourcefulness.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered four (4) year college or university with a Master's Degree in human services, social services, public health, business administration or a closely related field; **OR**
- (B) Graduation from a regionally accredited or New York State registered four (4) year college or university with a Bachelor's Degree in human services, social services, public health, business administration or a closely related field, **AND** two (2) years of experience in social casework, medical or related social work or business administration with a social service or health related agency adhering to accept-able standards; one (1) year of which must have been in a supervisory capacity
- (C) An equivalent combination of training and experience, as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.