

County of Cook

Human Resources
749 S. Winchester
Room: G-50
Chicago, IL 60612



Entity: _____
(In-Pt, Out-Pt, MC, SS)
Job Code: _____
Salary: _____

STANDARD JOB DESCRIPTION

<u>Job Title</u>	<u>Department</u>
Clinical Case Manager (RN)	Managed Care

Job Summary

Under the direction of the Director of Clinical Services, the Clinical Case Manager for Managed Care provides care coordination and case management for complex patients, works closely with physicians, hospital staff and managed care providers.

This position contributes toward the development, implementation, evaluation and continuous improvement of the care management services for CountyCare.

The incumbent acts as a liaison to site nursing and direct care management team ensuring the staff operates in adherence to Managed Care care management protocols, policies, and procedures.

Typical Duties

- Collaborates with the Director of Clinical Services, Managed Care on the development of care management protocols, policies, and procedures
- Assists patients/members, their support persons, providers and vendors in facilitating optimum covered health care and services
- Interfaces with primary care teams to ensure the application of care management protocols to primary care services, case management, disease management, utilization management, and pharmacy services
- Identifies patient care issues, develops an approach to resolve issues appropriately or escalates to Director of Clinical Services
- Provides clinical expertise when necessary to support coordination of care
- In cooperation with appropriate Quality personnel, participates in the development of quality metrics and means of data collection
- Participates in patient care rounds
- Prepares reports as requested
- Develops and implements workflows to bring health care utilization and cost in alignment with departmental policies and procedures
- Represents Clinical Services department in committees, workgroups as requested by the Director of Clinical Services, etc.

Reporting Relationships

This position reports to the Director of Clinical Services, Managed Care

Minimum Qualifications

- Licensed as a Registered Professional Nurse in the State of Illinois.
- Minimum 2 years work experience as a Care Manager or with responsibilities for care coordination across multiple ~~healthcare~~ multiple healthcare settings and providers.
- Minimum 1 year of experience in utilization management or case management
- Minimum 1 year of experience in ambulatory nursing, home health or public/community health
- Minimum 2 years of total work experience in acute care nursing.

Required, Knowledge, Skills, and Abilities

- Prior experience creating and implementing plans of care for complex patients.
- Knowledge of Medicare, Medicaid, and Third Party Payer review requirements
- Prior experience working with medically underserved population(s)

Preferred Qualifications

- Bachelor's degree and Master's degree or Bachelor's and current enrollment in accredited Master's program in Nursing, Public Health, or Business
- Prior experience using Millman or InterQual criteria sets, and an understanding of clinical algorithms.
- Experience working with the patient centered medical home model of care delivery

Knowledge, Skills, Abilities and Other Characteristics

- Strong interpersonal skills; ability to establish strong working relationships and to communicate, effectively with leadership team, patients/members, primary care site leaders, physicians and clinicians, behavioral health team members and other care providers
- Ability to work in a team based environment
- Ability to communicate in a confidential and HIPAA compliant manner
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times.
- Ability to demonstrate respect and sensitivity for cultural diversity patients and coworkers
- Strong written and verbal communication skills:
- Proficiency with Microsoft Office products (Word, Excel, PowerPoint, Outlook)
- Knowledge of the social determinants of health and interventions to provide effective health care to persons living in poverty
- Ability to work autonomously and consult appropriately
- Ability to develop and execute patient care plans and advocate effectively for member/patient needs to achieve optimal health outcomes
- Ability to appropriately manage and rank competing priorities and complete both patient/member care plans and other assignments within appropriate time frames

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

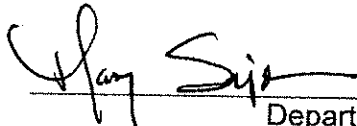
Working Conditions and Physical Demands

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 25% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "" "Typical Duties" are essential job functions.

Approval:



Department Head

10.14.21

Date