



Job Code: 6676

Grade: 23

HCWR: N

Job Title

Behavioral Health Program Manager

Department

Health Plan Services

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Behavioral Health Program Manager leads initiatives within Health Plan Services to expand mental health and substance use disorder services, and their integration with other health care, to ensure that Health Plan Services meets the needs of members and achieves health plan quality goals. Works within multidisciplinary groups to determine and implement best and innovative practices in the delivery of behavioral health care, holistic and person-centered services, disease management, advocacy and quality improvement programs resulting in positive and continuously improving health outcomes.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Provides leadership and subject matter expertise within Health Plan-Health Plan Services on mental health and substance use disorder services, relevant State and industry requirements, behavior change science, and evidence-based treatment, prevention, and health promotion
- Engages and monitors a network of providers who offer a comprehensive, coordinated care experience to all members, measuring and improving utilization of each level of care, Healthcare Effectiveness Data, and Information Set (HEDIS) measures and adherence to practice guidelines
- Develops program description(s), policies, program initiatives, work plans, and annual program goals for approval by the Health Plan-Health Plan Services leadership and oversight committees. Ensures plans and program goals reflect:
 - The needs of Health Plan membership and evidence-based behavioral health care
 - Quality of care goals and CountyCare and CCHHS strategic plans, including NCQA health plan accreditation
 - Annual budget recommendations, costs, utilization goals
 - Integration of network providers, broader care delivery systems for mental health and substance use disorder treatment and behavioral support/community-based resources
- Conducts annual evaluation of work plan and analyzes data to identify network successes as well as barriers/impediments to achieving performance benchmarks
- Analyzes data and prepares reports for various audiences, makes, and implements recommendations for improvement
- Coordinates and aligns the Health Plan behavioral health integration initiatives with the CCHHS specialty behavioral health services, care management and primary care strategies leveraging the opportunities within the CCHHS system
- Participates in the Health Plan Delegation Oversight team to ensure high performance of contractual relationships related to mental health and substance use disorder treatment including identification of metrics and key performance indicators, reporting and other evaluation methods, contract and regulatory compliance, member and provider satisfaction and quality improvement
- Provides and facilitates training for Health Plan staff and network partners on behavioral health conditions and services, innovations, and system of care redesign, in support of collaborative partnerships and improved care



Typical Duties

- Supports health plan accreditation standards, regulatory compliance and effective participation in broader care delivery systems and mandates such as those related to Children's Mental Health, Williams/Colbert Consent Decrees, confidentiality regulations, etc.
- Participates in the development of information technology systems for optimal information sharing between physical and behavioral health providers
- Develops effective relationships with internal and external stakeholders, including State and other agencies, professional and community organizations; represents Health Plan in support of models and interventions that promote holistic health and integrated behavioral and physical health care
- Travels to work sites throughout Cook County including community agencies, network providers, government, and other agency offices
- Performs other duties as assigned

Minimum Qualifications

- Master's degree in Social Work, Counseling, Nursing, Psychology, or related field (define related field)
- Current, unrestricted State of Illinois licensure/certification as a Licensed Clinical Social Worker (LCSW), Licensed Social Worker (LSW), Licensed Clinical Professional Counselor (LCPC), Licensed Professional Counselor (LPC), or Registered Nurse (RN)
- Five (5) years of experience in a management or leadership role within behavioral health services including two (2) years of experience supervising staff
- Three (3) years of experience in a clinical capacity within behavioral health services
- One (1) year of experience implementing behavioral health services for a managed care population and/or managed care health plan
- Proficient using Microsoft Office
- Must be able to travels to work sites throughout Cook County including community agencies, network providers, government, and other agency offices

Preferred Qualifications

- Experience implementing behavioral health case management, disease management, utilization management, and/or quality improvement in a Managed Care Organization, preferably a Medicaid Managed Care Organization
- Experience in the design/implementation of integrated Behavioral/Physical Health clinical practice guidelines; both mental health and substance use disorder services, preferably integrated, behavioral health services to the justice-involved population
- Certified Alcohol and Other Drug Abuse Counselor (CADC), Certified Reciprocal Alcohol and other Drug Abuse Counselor (CRADC), Certified Case Manager

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of managed care and health system goals and trends including care coordination and Patient Centered Medical Home/Health Home models, population health initiative and health outcome measurement
- Knowledge of evidence-based behavioral health interventions related to integrated care



Knowledge, Skills, Abilities and Other Characteristics

models, medical necessity for various levels of care, risk stratification/care management, levels of prevention and wellness promotion

- Knowledge of mental health, substance use disorder and community service providers, government agencies and professional organizations
- Knowledge, Skills, Abilities and Other Characteristics continued
- Understanding of industry standard managed care contract language and regulatory requirements
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong initiative to innovate, improve health outcomes for individuals and populations and implement integration of behavioral and physical health care
- Excellent program development, management, and leadership skills
- Strong interpersonal skills to build relationships, negotiate and collaborate with individuals, organizations, and stakeholders
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- Demonstrated analytical, problem-solving, critical thinking, decision making and conflict management/resolution skills
- Ability to conduct activities in accordance with CCHHS privacy policies and provide leadership regarding confidentiality requirements for behavioral health services
- Ability to prioritize, plan, and organize projects to meet deadlines in a fast paced and stressful environment
- Ability to function autonomously and as a team member in a multidisciplinary team
- Must be able to travel to work sites throughout Cook County including community agencies, network providers, government, and other agency offices

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.

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.