



Job Code: 6990
Grade: FE
HCWR: N

Job Title
Care Management Nurse Coordinator

Department
Managed Care

Job Summary

Under the direction of the Manager of Care Management-County Care, the Care Management Nurse Coordinator works closely with network providers, delegated Care Management Entities (CMEs), benefit managers and managed care staff to coordinate services for members. This position contributes toward the development, implementation, evaluation, and continuous improvement of the care management services for County Care. The incumbent acts as a liaison to care management teams ensuring the staff operates in adherence to CountyCare protocols, policies, and procedures.

Typical Duties

- Collaborates on the development of care management protocols, policies, and procedures
- Outreaches and responds to CountyCare members, providers or vendors to assess needs, obtain relevant information, develop appropriate plans and clearly communicate expected actions to meet members' needs; escalates unresolved needs appropriately to Manager, Medical Director or other appropriate leader
- Documents all activities in care management system according to established policy and procedure
- Works with providers and vendors to ensure use care management, disease management, utilization management, and pharmacy protocols
- Provides clinical expertise when necessary to support coordination of care
- Collaborates on development of quality metrics and data collection
- Participates in patient care rounds with network providers and vendors
- Reports incidents of suspected abuse, neglect, and exploitation according to established policy and procedure
- Prepares reports and submits for review as requested
- Represents Clinical Services department in committees, workgroups as requested by the Manager of Care Management-County Care, etc.
- Ranks and manages competing priorities and completes both member care plans and other assignments within appropriate time frames
- Performs other duties as assigned

Minimum Qualifications

- Licensed as a Registered Professional Nurse in the State of Illinois.
- Bachelor's degree from accredited college or university
- Two (2) years' work experience in care coordination or case management as primary responsibility
- Two (2) years of work experience in acute care nursing
- One (1) year of work experience in a managed care organization or health plan
- One (1) year of experience in ambulatory nursing, home health or public/community health
- Prior experience creating and implementing plans of care for complex patients



Minimum Qualifications

- Prior experience working with Medicare, Medicaid, and Third-Party Payer review requirements
- Prior experience working with medically underserved population(s)

Preferred Qualifications

- Master's degree from an 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
- Experience working with mental health care and/or substance use disorder treatment services

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of the social determinants of health and interventions to provide effective health care to persons living in poverty
- 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
- Strong written and verbal communication skills
- Proficiency with Microsoft Office products (Word, Excel, PowerPoint, Outlook)
- Ability to contribute well to team-based work
- 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
- 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.



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.