PrimeWest Health Position Description

Position Title: Behavioral Health Manager
Department: Care and Population Health Management
Reports To: Director of Care and Population Health Management
Status: Full Time, Exempt
Hours: Monday – Friday
Supervision: Behavioral Health Care Coordinator(s) and Behavioral Health Specialist(s)
Date Updated: January 24, 2022

Summary: This position is responsible for implementing a care management program that focuses on improving the behavioral health (mental health and substance use disorder [SUD]) status of PrimeWest Health members, both individually and as a community, while reducing behavioral health care costs. The Behavioral Health Manager does this by facilitating the coordinated and integrated delivery of health and wellness services provided to PrimeWest Health members by PrimeWest Health’s contracted behavioral health care and human services providers. In addition, the Behavioral Health Manager is responsible for all policies and procedures related to mental health and SUD. In collaboration with the Director of Care and Population Health Management, the Behavioral Health Manager oversees regulatory compliance and audit requirements for the behavioral health unit of the Care and Population Health Management department. This position is also responsible for fostering collaborative relationships with county partners and providers; assisting with the development, implementation, and analysis of mental health and SUD outcome measurements for all programs; overseeing implementation and monitoring of the Restricted Recipient Program (RRP); and collaborating with care coordinators and county case managers to improve care throughout the continuum of behavioral health care services.

A. Reporting Accountability
This position is responsible for meeting the following regulatory, contractual, or other requirements on behalf of PrimeWest Health:
1. Knowledge of Minnesota Department of Human Services (DHS), CMS, and National Committee for Quality Assurance (NCQA) requirements
2. Familiarity with Minnesota Statute, Minnesota Administrative Rule, and Code of Federal Regulations (CFR) as they pertain to behavioral health services

B. Role and Key Responsibilities
Assist the Director of Care and Population Health Management and PrimeWest Health staff in the following as needed:
1. Collaborate with PrimeWest Health care coordinators, county case managers, providers, and other identified individuals
2. As part of a multi-disciplinary team, coordinate member care plans to ensure the appropriateness, quality, and cost effectiveness of behavioral health services provided to members
3. Facilitate coordination of care between behavioral health and physical health providers
4. Assist PrimeWest Health’s county partners and provider network with the development, implementation, and evaluation of best practices for mental health and SUD
5. Collaborate with county human service agencies and Public Health to achieve community goals and Healthcare Effectiveness Data Information Set (HEDIS®) outcomes
6. Conduct care management education training sessions on behavioral health-related topics and processes
7. Assist in developing and implementing continuous care coordination and quality improvement plans
8. Oversee behavioral health utilization management processes
9. Attend and collaborate with community, regional, and statewide initiatives as they relate to the designated populations
10. Work collaboratively with care coordinators and county case managers
11. Conduct member and provider notification and education. This includes updating the Provider Manual and Case Management Manual.

PrimeWest Health is an Equal Opportunity Employer Committed to Diversity, Equity, and Inclusion
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12. Oversee PrimeWest Health policies and procedures related to behavioral health and RRP, including annual review
13. Oversee measurement and evaluation of outcomes related to behavioral health
14. Implement and monitor all processes related to the RRP
15. Represent PrimeWest Health at monthly and/or quarterly DHS workgroup meetings and ad hoc workgroup meetings with DHS and other health plans
16. Serve as the behavioral health unit representative for interdepartmental discussions
17. Actively respond to Requests for Proposals (RFPs) in assigned areas of responsibility

C. General PrimeWest Health Responsibilities
   1. Abide by the PrimeWest Health Code of Conduct
   2. Comply with all PrimeWest Health policies and procedures
   3. Comply with the Health Insurance Portability and Accountability Act (HIPAA), 42 CFR Part 2, and all other privacy laws
   4. Be familiar with building safety procedures and alert maintenance if something requires attention
   5. Keep public areas of the department and office neat and clean
   6. Conduct other responsibilities and activities as needed and assigned

D. Professional Competencies
   1. Demonstrated management skills
   2. The ability to report data using methods that are easily understood
   3. Contribute to a team-focused work environment
   4. Ability to accept changing job requirements and learn and apply new skills
   5. Proven analytical problem-solving abilities
   6. Practical knowledge of the following:
      a. NCQA and other managed care industry standards
      b. Applicable Federal and State laws, rules, and regulations governing health services provided through Medicare, Medical Assistance (Medicaid), and managed care programs
      c. Clinical standards and outcomes; care coordination, including resource, quality, risk, and care management; transition planning; intake/referral; and community resources
   7. Demonstrated conflict management skills

E. Educational Requirements and Required Qualifications
   1. At minimum, a BS degree in nursing with preferred expertise in mental health and SUD or a BS in a social services field (e.g., psychology, sociology, or related elective studies) with license as an alcohol and drug counselor in the state of Minnesota. Other licensed professionals and individuals with a Master of Social Work or an advanced psychology degree will also be considered. Must have experience in working with counties, case management/care coordination activities, and behavioral health services.
   2. Demonstrated knowledge or experience in providing culturally competent care and working with culturally diverse populations.
   3. Demonstrated knowledge of, and proficiency in, Word, Excel, and Outlook required.
   4. Flexibility and ability to handle multiple tasks. Demonstrated organizational skills and attention to detail. Ability to work effectively with a variety of people both within and outside of the organization. Excellent verbal and written communication skills.
   5. Ability to sit at a desk or computer station most of the time. Ability to occasionally lift and/or carry such articles as file folders and small boxes up to 20 pounds. Some travel, including overnight travel, required.

F. Appropriate Licensure and Certification Requirements
   1. Must possess current and unrestricted alcohol and drug counselor license and Minnesota certification or current and unrestricted registered nurse (RN) license or advanced social work or psychology degree
   2. Must attend continuing education sessions each year to support license requirement

G. Collaborative Efforts with Other Departments
   1. Administrative Services
   2. Business IT & Claims Administration
   3. Corporate Compliance & Auditing
   4. Information Systems & Technology
   5. Medical Directors
   6. Members & Provider Services
   7. Quality & Utilization Management
H. Supervision
   1. Act as supervisor to the Behavioral Health Care Coordinator(s) and Behavioral Health Specialist(s)
   2. Comply with all PrimeWest Health personnel policies and procedures
   3. Model leadership, integrity, and honesty in communications with other departments and PrimeWest Health staff

This position description is not to be construed as an exhaustive statement of essential functions or responsibilities.

Location: Alexandria, Minnesota

PrimeWest Health will accept resumes for this position through February 28, 2022. No phone inquiries please.

Qualified candidates should submit their resume and cover letter to:

   Donna Meyer, Director of Care and Population Health Management
   3905 Dakota St
   Alexandria, MN 56308

or

Donna Meyer at donna.meyer@primewest.org
Please include “Behavioral Health Manager” in the subject line.