PrimeWest Health Position Description

Position Title: Behavioral Health Specialist

Department: Care Management

Reports To: Behavioral Health Manager

Status: Full Time, Non-Exempt

Hours: Monday – Friday

Supervision: This position does not supervise any other staff

Date Updated: February 22, 2022

Summary: This position is responsible for supporting the efforts and responsibilities of PrimeWest Health’s Behavioral Health program, which includes assisting members with mental health and/or substance use concerns and members enrolled in the Restricted Recipient Program (RRP).

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), Centers for Medicare & Medicaid Services (CMS), and National Committee for Quality Assurance (NCQA) requirements in applicable areas

B. Role and Key Responsibilities
   Assist the Behavioral Health Manager and PrimeWest Health staff in the following as needed:
   1. **Administrative functions**
      a. Conduct data entry and update spreadsheets, disseminate information as directed, and perform other miscellaneous administrative duties including creating and organizing files, copying, faxing, scanning, and mailing as needed
      b. Enter assessments, notes, and letters into CareConnect (CCNT) as indicated
      c. Enter data on RRP members into the Medicaid Management Information System (MMIS)
      d. Review forms and reports for accuracy
   2. **Clinical/professional functions**
      a. Assist with administration of the Behavioral Health program
      b. Open and close cases as identified
      c. Create and send appropriate letters as indicated
      d. Make follow-up calls to identified members
      e. Fax/call providers with concerns about identified members
      f. Monitor reports showing admissions and discharges from the previous day
      g. Verify member admissions to Institutions of Mental Disease (IMD) to meet reporting requirements
   3. **Administrative Utilization Management (UM) functions**
      a. Under direct supervision of the Behavioral Health Manager, complete all duties related to requirements for Service Authorization notifications including approval notifications and denial, termination, or reduction of services notifications for the following:
         - Intensive Residential Treatment Services (IRTS)
         - Assertive Community Treatment (ACT)
         - Adult Rehabilitative Mental Health Services (ARMHS)
         - Behavioral Health Home
         - Child and Adult Mental Health Targeted Case Management (MH-TCM)
         - Children's Residential Mental Health
         - Psychiatric Residential Treatment Facility (PRTF)
         - Substance Use Disorder treatment services
         - Health Care Home
         - Community Paramedic
         - Early Intensive Developmental and Behavioral Intervention (EIDBI)
   4. **Other functions**
      a. Collaborate with providers, county case managers, and PrimeWest Health care coordinators as indicated

PrimeWest Health is an Equal Opportunity Employer Committed to Diversity, Equity, and Inclusion
b. Assist with updating applicable PrimeWest Health policies and procedures
c. Triage phone calls for care coordinators as assigned

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) 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 – N/A

E. Educational Requirements and Required Qualifications
1. Licensed Practical Nurse (LPN) diploma preferred
2. Demonstrated knowledge of, and proficiency in, Word, Excel, and Outlook required. Experience in relational databases and business information systems is a plus.
3. 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 the organization. Good verbal and written communication skills.
4. 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 30 pounds.

F. Appropriate Licensure and Certification Requirements
1. Current and unrestricted LPN license preferred
2. Must attend continuing education sessions annually to support license requirement, if applicable

G. Collaborative Efforts with Other Departments
1. Administrative Services
2. Member & Provider Services
3. Corporate Compliance & Auditing
4. Information Systems & Technology
5. Quality & Utilization Management

H. Supervision – N/A

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

Alexandria, Minnesota

PrimeWest Health will accept resumes for this position through March 18, 2022. No phone inquiries please. Employment to begin as soon as possible.

Qualified candidates should submit their resume and cover letter to:

Attn: Nancy Euteneuer, Behavioral Health Manager
PrimeWest Health
3905 Dakota St
Alexandria, MN 56308

or

Nancy Euteneuer at nancy.euteneuer@primewest.org
Please include “Behavioral Health Specialist” in the subject line.