# PrimeWest Health Position Description

**Position Title:** Social Worker Care Coordinator (Southwest Minnesota Region)

**Department:** Care & Population Health Management

**Reports To:** SNP Care Coordination Manager

**Status:** Full Time, Exempt

**Hours:** Monday – Friday

**Supervision:** This position does not supervise any other staff

**Date Updated:** July 20, 2023

**Summary:** This position is responsible for performing assessments and implementing care management programs that focus on improving the health of individual PrimeWest Health members while reducing health care costs through coordination of health and wellness services provided by PrimeWest Health’s contracted health care providers. The Social Worker Care Coordinator performs in-person assessments and coordinates care for members who are eligible for and participate in long-term care, Elderly Waiver (EW) services, and/or Personal Care Assistance/Community First Services and Supports. The Social Worker Care Coordinator may conduct other types of health risk assessments as appropriate. The Social Worker Care Coordinator supports county and internal PrimeWest Health staff in the areas of behavioral health (mental health and substance use disorder [SUD]), social services, and health equity. The Social Worker Care Coordinator fosters collaborative relationships with county partners, mental health providers, special needs providers, and social and community services providers. The Social Worker Care Coordinator collaborates with PrimeWest Health care coordinators and county case managers to improve care throughout the health care continuum.

## 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
2. **Knowledge of** the following DHS programs and contracts: Families and Children, Special Needs BasicCare (SNBC), and Minnesota Senior Health Options (MSHO)/Minnesota Senior Care Plus (MSC+)
3. **Shared responsibility for** ensuring compliance with all CMS, DHS, and NCQA rules and regulations in assigned area of responsibility
4. **Compliance with** DHS regulations regarding assessments, screenings, health risk assessments, and ongoing care management/care coordination activities for members living in PrimeWest Health’s southwestern county region

## B. Role and Key Responsibilities

Assist the SNP Care Coordination Manager and PrimeWest Health staff in the following as needed:

1. **Provide care management services to members and perform assessments in compliance with DHS contracts**
   a. Perform in-person comprehensive assessments for PrimeWest Senior Health Complete and MSC+ members requiring long-term care services and EW services in assigned counties (southwest Minnesota region), providing documentation and updates in the Medicaid Management Information Systems (MMIS) and MnCHOICES systems
   b. Perform assessments via phone, mail, or in person for Community non-EW PrimeWest Senior Health Complete, MSC+, SNBC, and Prime Health Complete members in assigned counties
   c. Perform annual re-assessments for each enrolled member, offering an in-person option
   d. Provide ongoing care management for PrimeWest Senior Health Complete/MSC+ and SNBC/Prime Health Complete members enrolled in assigned counties, creating and updating members’ comprehensive care plans
   e. Provide routine care plan evaluations to support the changing needs of each member in caseload
   f. Monitor each member’s progress toward achieving health outcomes, evaluating and adjusting

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timeliness and adequacy of services, as needed
g. Coordinate individual member treatment plans with a multi-disciplinary team to ensure appropriateness, quality, and cost-effectiveness of services provided to members
h. Monitor effectiveness of treatment plans
i. Communicate effectively with the member and other individuals participating in the member’s care plan
j. Work with the member’s interdisciplinary care team
k. Build and maintain positive working relationships with providers, case managers, agencies, and service providers from diverse backgrounds in order to reduce cultural and socio-economic barriers between members and institutions
l. Assist members with overcoming social determinants of health and barriers to care
m. Educate members about good health practices and behaviors
n. Facilitate primary care provider visits, as well as all preventive and recommended care
o. Arrange and/or coordinate the provision of supports and services identified in the member’s care plan, including all necessary services
p. Comply with all requirements of PrimeWest Health’s Models of Care
q. Utilize the MnCHOICES Assessment and Support Plan platform when available

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
   1. Knowledge of clinical standards and outcomes
   2. Organizational and time management skills, ability to work effectively with minimal supervision and structure
   3. Effective communication and active listening skills
   4. Ability to promote member and family autonomy
   5. Ability to maintain a calm demeanor when challenged by others or when working in stressful situations
   6. Verifiable good driving record and reliable transportation

E. Educational Requirements and Required Qualifications
   1. At minimum, a bachelor of science in social work (a master’s degree and social work license preferred)
   2. Experience in working with individuals at all stages of life with an emphasis on Medical Assistance (Medicaid), Medicare, and special needs populations
   3. Demonstrated knowledge of, and proficiency in Word, Excel, and Outlook required
   4. A minimum of three years of practice as a social worker, with field/community experience preferred
   5. 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.
   6. 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 10 pounds.
   7. Ability to travel 25 – 50 percent of the time in assigned geographic area

F. Appropriate Licensure and Certification Requirements
   1. Current and unrestricted license in social work strongly preferred
   2. Must attend DHS Assessor training, maintain certified assessor status, and complete required continuing education sessions each calendar year
   3. Must possess unrestricted driver’s license

G. Collaborative Efforts with Other Departments
   1. Administrative Services
   2. Business IT & Claims Administration
   3. Corporate Compliance & Auditing
   4. Information Systems & Technology
   5. Member & Provider Services
   6. Operations
7. Pharmacy Management
8. Quality & Utilization Management

H. Supervision – N/A

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

PrimeWest Health’s corporate office is in Alexandria, Minnesota. However, this position is primarily remote, serving the southwest region of the state, which may include the following Minnesota counties: Chippewa, Cottonwood, Jackson, Kandiyohi, Lac qui Parle, Lincoln, Lyon, Murray, Nobles, Redwood, Swift, and Yellow Medicine.

PrimeWest Health will accept résumés for this position until filled. No phone inquiries please. Employment to begin as soon as possible.

Qualified candidates should submit their résumé and cover letter to:

Attn: Donna Meyer, Director of Care & Population Health Management
3905 Dakota St
Alexandria, MN 56308

Or

Donna Meyer at donna.meyer@primewest.org
Please include “Social Worker Care Coordinator” in the subject line.