

## **Job Details**

Requisition Number 15-0310

Post Date 3/10/2015

Title Associate Case Manager

City Dayton

State oh

Description

Use decision support software in order to perform telephonic clinical health information services for CareSource managed health plans and external clients. Coordinate the care, services and health benefits for selected member populations across the continuum of illness. Monitor and promote effect utilization of healthcare resources through clinical variance and benefits management.

### **Essential Functions:**

Complete member assessments by gathering information from the member, family and treatment team.

Develop care plan, defining specific issues, goals and interventions as agreed to by all parties.

Assist in education of members regarding healthcare access and benefits, and provide members with health education and wellness materials.

Verify eligibility, previous enrollment history, demographics and current health status of each member.

Maintain current and accurate documentation of telephonic contacts, treatment plans, case notes, referrals, and assessments in Case Management electronic record.

Maintain appropriate documentation within protocols and guidelines of the Case Management program.

Perform any other job related instructions as requested, with reasonable accommodation.

Participate in learning activities for Case Management proficiency

### **Requirements**

#### **Minimum Qualifications:**

Education:

Current, unrestricted RN licensure in Ohio  
Associate Degree or equivalent experience

Experience:

- Three or more years of clinical experience
- Two years' managed care/case management experience preferred

Technical Skills:

- Basic Computer Skills including MS Windows, Word and Excel skills

Knowledge & Skills

- Communication Skills
- Ability to work independently and within a team environment
- Familiarity of the healthcare field
- Critical listening and thinking skills
- Proper grammar usage
- Time management skills
- Proper phone etiquette
- Customer service oriented

The statements contained herein describe the essential functions of this position. This description is not an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, subject to reasonable accommodation.