

Van Buren Community Mental Health

EMPLOYMENT OPPORTUNITY

Effective: September 15, 2021

Title: Utilization Manager

Position Number: A334108

Program: Utilization Management	Salary Range: \$52,152-69,877 per year	Status: Regular Full Time; 37.5 hrs/wk
Benefit Eligible: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Office Location: Remote	Union Eligible: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Basic Responsibilities:

Provides utilization management for all levels of care following guidelines from internal procedures, PIHP and insurers, as applicable. Assists Clinical Services Coordinator in acting as liaison to psychiatric hospitals to ensure appropriate discharge planning; coordinating COFR, Forensic and MPRI services; and providing liaison services to community agencies (such as Probate Court, prosecutor's office, law enforcement, etc). Provides necessary clinical training and consultation to VBCMh staff related to level of care.

Summary of Required Qualifications:

- Master's degree in counseling, psychology or social work with appropriate state licensure or certification.
- Minimum of five years of clinical experience.
- Demonstrated understanding of providing authorizations and utilization management for behavioral health services.
- Demonstrated working knowledge of population specific diagnosis and displays the ability to gather, interpret data, and provide treatment in a manner that is consistent with treatment standards and best practice guidelines.
- One year of supervisory or staff leadership experience and experience performing authorizations and utilization management preferred.

Summary of Essential Job Functions:

- Develops, provides, updates, and reviews Utilization Management processes, policies, and procedures.
- Processes authorizations, concurrent and out-of-plan reviews, and denials, according to standards.
- Provides utilization review on all proposed services for VBCMh customers.
- Maintains log of service denials and coordinates with Customer Service to track and review progress of all notification and appeals activity.
- Consults with internal clinical staff for transfer of cases to alternative or additional services when appropriate.
- Acts as a clinical resource and assists staff in documenting clinical rationale for level of care/level of severity.
- Tracks and trends agency utilization and outlier data, prioritizes the data for further analysis and review, and collects sufficient data to complete the consultation process with supervisors and staff.
- Maintains a working knowledge of all workflows related to utilization management, including ability to identify and understand aspects of all benefit plans.
- Coordinates hospital discharge planning with state psychiatric hospitals, private psychiatric hospitals, and agency staff. Ensures appropriate and timely provision of VBCMh services to customers discharged from psychiatric inpatient treatment, as assigned.
- Coordinates COFR services with other CMH employees and agency staff to provide prompt, medically necessary services to customers, as assigned.
- Ensures retrospective inpatient reviews, authorizations, denials and uploading secondary Medicaid authorization letters.

To apply, submit your resume and cover letter by email to the HR Office:

Chris Johnson, Personnel Specialist, cjohnson@vbcmh.com
Human Resources Office, PO Box 249, Paw Paw, MI 49079

Equal Opportunity Employer

Approved by:


Debra Hess, CEO

