

Middle Management Position Available

COMPANY NAME: Coalition for Hispanic Family Services

JOB TITLE: Foster Care Medicaid Managed Care Liaison

REPORTING RELATIONSHIP: Director of Care Coordination 29i Limited Health Facility.

LOCATION: 315 Wyckoff Avenue Sixth Floor
Brooklyn, New York 11237

DATE AVAILABLE: Currently Available

About Coalition for Hispanic Family Services (CHFS): CHFS is a community-based, family-focused organization of color providing an array of services to children and families in North Brooklyn and Western Queens. For over 30 years CHFS has worked with vulnerable populations that include children in foster care, seriously emotionally disturbed children and youth and families at risk of abuse and neglect. The provision of accessible, high-quality health and mental health services to these vulnerable populations is central to our holistic approach of strengthening families in a culturally competent manner.

Position Overview:

CHFS' Care Coordination Program is dedicated to high quality, appropriate, responsive medical, mental health and behavioral health care for every child in foster care. Nurse Care Coordinators and Clinical Care Coordinators work with parents, foster care staff, foster parents and medical providers to make sure that services are holistic, well integrated, and meet the needs of the child. The Care Coordination Program is licensed by the NYS Department of Health as an Article 29-i Limited Health Facility.

Foster Care Medicaid Managed Care Liaison

This is a vital new position within the Care Coordination Program. The Foster Care Medicaid Managed Care Liaison reports to the Care Coordination Program Director and is responsible for ensuring that the Medicaid Managed Care Organizations (MMCO) which pay for the services each child receives, are in-place, responsive to the needs of the child, and informed of key changes in the child's life. This individual coordinates with CHFS' Care Coordinators, Billing Team, Quality Assurance/Improvement, and the Foster Care Liaisons from the Medicaid Managed Care Organizations to create and sustain systems to ensure coverage and payment. The FC Medicaid Managed

Care Liaison will manage the day-to-day operations of ensuring Medicaid coverage and payment for every eligible child in foster care.

This new role at CHFS requires an individual, who thrives on organizing details, is excited about systems, advocates for services, builds meaningful relationships and is an excellent problem solver. Other qualities include:

- Demonstrated ability to handle multiple tasks to completion.
- Demonstrated ability to build effective internal and external relationships.
- Demonstrated ability to understand policies and operationalize them into effective practices.
- Ability to operationalize policy and sees obstacles as an opportunity to dig deeper to find the error and drive the solution.
- Be well versed in the unique and complex needs of the foster care population and be knowledgeable of the policies and systems that guide their care.

Responsibilities:

- Establish and sustain relationships with all MMCOs with which CHFS has contracts.
- Work in collaboration with the 29i Health Facility Team: Care Coordination nursing and clinical staff, OLHRS providers, MH 31 providers, Health Homes, CFTSS/HCBS providers, billing staff, etc.
- Act as the primary contact person for the MMCP to assist with MMCP enrollment, disenrollment and transitions, immediate issuance of the welcome packet, securing identification showing effective enrollment date and continuous replacement of the insurance identification card as applicable.
- Assist with foster care placement changes including access to health care and facilitating a single case agreement when a child is placed outside of the MMCP's service area or provider network.
- Upon a child's placement and throughout placement, help maintain eligibility for Medicaid or other public health insurance.
- Regularly review and verify child's status in ePaces by establishing a process to routinely verify Medicaid status and maintain regular communication about coverage with Care Coordination program, parents and foster parents, case planning, other relevant program and

billing staff regarding Medicaid eligibility and any changes in that status.

- Work with IT, Special Projects and program team to create a system to track and verify health insurance eligibility and status regularly. Upon child's discharge, work with program staff and the child's family to ensure the continuity of medical coverage.
- Ascertain and verify that each child is assigned a PCP and along with Care Coordination team, determine if PCP needs to be changed based upon the best interests of the child. Inform and coordinate with the MMCP when a child/youth's primary care provider needs to be changed.
- Ensure appropriate notifications to MMCOs for the following: changes in placement, billing concerns, consent and confidentiality issues and court orders.
- Develop and implement a system of communication and notification with MMCP's that includes: Mechanisms for sending and receiving information, including new enrollments or dis-enrollments from MMCP's, Foster Care intake and discharge status, changes in placement or address, changes in health status or provider, etc.
- Responsible for coordinating and establishing a strong working relationship with the Medicaid Managed Care Plan's Foster Care Liaison.
- Collaborate with nurses to refer children for needed services and assist in provider selection according to MMCO plan.
- Interact with clinical and medical management assistant staff to understand and successfully resolve issues.
- Coordinate with health care providers, including school and community based services.
- Meet the highest standards for respectful, ethical and professional conduct at all times and towards all.

Qualifications Include:

- Excellent written and oral communication skills
- Strong interpersonal skills and building relationships
- Strong proficiency with Microsoft office suite and web applications.
- Strong time management and organizational skills;
- An obsessive attention to detail and follow-through.

- Proven analytical and problem-solving skills.
- Ability to thrive in a fast-paced environment; flexible to ongoing change.
- Experience, expertise, and working knowledge of:
 - The child welfare system
 - Foster care health requirements
 - Unique and complex needs of the foster care population
- Implement and/or follow policies and procedures including
 - 29i Health Facility policies and procedures
 - MMC policies and procedures

Requirements:

- Bachelor's Degree in healthcare, business administration, social work, psychology, nursing, public health, or related field will be considered.
- Five plus years minimum experience in a youth/family centered medical, behavioral, or mental health/psychosocial treatment environment
- Five plus years' experience interacting and collaborating with MMCO's, Establishing client eligibility, service authorizations and other managed care related issues.
- Fluent in Spanish preferred

Salary Range: \$55,000 to 65,000

To apply for this position please send your cover letter and resume to drosario@hispanicfamilyservicesny.org

Coalition for Hispanic Family Services is an Equal Opportunity Employer committed to diversity in the workplace and leadership opportunities for people of color.