

MHO CARE COORDINATION SPECIALIST

DEFINITION

To provide difficult and complex MHO mental health organization care coordination services; and to perform related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel.

EXAMPLES OF DUTIES – Duties may include, but are not limited to the following:

Monitors and reports on contract agencies' compliance with State administrative rules, and contractual obligations. Assists providers in developing strategies for maintaining compliance with rules and regulations.

Conducts site and chart audits and progress reviews; reviews information and assesses service provision quality.

Maintains database system with updated client information, maintains client files and prepares accurate and complete reports, as needed.

Assists members in understanding the mental health system and identifying and obtaining a variety of needed mental health services from providers; negotiates levels of care, and grants clinical exceptions. May authorize or deny requests.

Provides crisis intervention to clients and family members primarily by phone, including assessment and management of potential life-threatening situations.

Researches, collects, and reviews data to assess service utilization and referral patterns; provides recommendations for improvements and changes.

Coordinates mental health service provision for members to assure access to a continuum of services.

Advocates for clients with providers, family members, public and private agencies, and others. Assesses options for an appropriate treatment approach.

EXAMPLES OF DUTIES (con't)

Responds to complaints and questions regarding mental health service provision.

Evaluates agency ability to provide access to treatment.

Provides information, training and consultation to providers on credentialing and Lane Care administrative processes.

Acts as a liaison with local and state agencies, service providers, and the public; provides consultation as needed.

Attends and/or participates in meetings and committees and promotes positive relations.

Assists in resolving discrepancies or concerns with contract agencies.

Maintains client and operational records for compliance with state and federal regulations.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices and techniques of mental health treatment in inpatient, residential and outpatient settings.

Laws, rules and regulations governing the provision of mental health services.

Managed care and authorization protocols in a mental health system.

Community agencies and their programs involving mental and behavioral health.

Caseload management and quality improvement techniques.

Ability to:

Evaluate mental health service delivery needs and develop effective recommendations.

Respond effectively to crisis situations.

Plan time efficiently and work independently.

Communicate clearly and concisely, both orally and in writing.

Handle and deal with complex and difficult situations using conflict resolution and negotiation strategies.

LANE COUNTY
MHO Care Coordinator Specialist (continued)

Ability to: (con't)

Effectively collect and evaluate a variety of data.

Prepare and maintain accurate and complete reports and documents.

Establish and maintain effective working relationships with providers and others contacted in the course of work; facilitate conflict resolution between contracted agencies and between providers and consumers.

Deliver oral presentations and trainings.

Effectively utilize office equipment, personal computers and relevant software programs.

Experience and Training

Training:

Master's degree from an accredited college or university with major course work in a mental health field, psychology, sociology, counseling, or a related field.

Experience:

Three years of responsible professional mental health experience, including experience with managed care demonstrating a comprehensive understanding of the system.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Special Requirement: Must be able to be credentialed as a Qualified Mental Health Professional (QMHP).