

Mental Health Association in Orange County, Inc.



MEDICAID SERVICE COORDINATOR JOB DESCRIPTION

- I. Title:** Medicaid Service Coordinator
- II. Reports to:** MSC Supervisor
- III. Job Objective:**
- Provide service coordination to individuals who have Medicaid and a developmental disability.
- Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and **WELCOME Orange.**
- IV. Qualifications:**
- Associate's Degree in a health or human service field with 5 years experience or Bachelor's Degree with 1 year experience.
- Please note: The minimum experiential level requirement does not have to be met if the person has a Master's Degree in a health or human service field.
- Service Coordinators who were providing services through either NYS OPWDD (New York State Office for People with Developmental Disabilities) HCBS (Home and Community Based Services) Waiver Service Coordination or CMCM (Comprehensive Medicaid Case Management) Program prior to March 1, 2000 and have proof of completion of Service Coordination Core Training will be automatically eligible to provide MSC.
- Ability to work independently with minimal direct supervision.
 - Effective written and oral communication skills.
 - Must be organized, self-motivated and have the ability to coordinate multiple tasks simultaneously.
 - Valid NYS Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
 - Must be clear and maintain an acceptable record under the OPWDD mandated criminal background check process.
 - Must be clear and maintain an acceptable record under the Medicaid Fraud & Abuse clearance process.
- V. Responsibilities:**
- Schedule, attend and provide documentation of required Medicaid Service Coordination training.

- Develop, implement and maintain consumers Individual Service Plan as detailed in the Medicaid Service Coordination Vendor Manual.
- Conduct at least three (3) annual face-to-face visits with consumer's enrolled on caseload not to exceed 40.
- Provide comprehensive case management and advocacy services.
- Complete and maintain required Medicaid Service Coordination documents.
- Provide data entry into Foothold Technology and OPWDD's CHOICES Electronic Records Systems.
- Ensure the consumers Medicaid and HCBS Waiver eligibility is maintained.
- Recognize and address health issues and safety.
- Establish and maintain linkages with community agencies and service providers.
- Report any identifiable instances of child abuse and/or neglect to supervisor and authorities.
- Manage caseload to maximize units of service.
- Attend monthly MSC/Support Services meetings.

VI. Other Duties:

- In the spirit of teamwork, answer MHA's main office phone as needed.
- Answer Helpline minimally one (1) hour per week and more often as needed.
- Participate in MHA's committees as needed.
- Duties outlined above are intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

VII. Terms of Employment/Benefits:

- Non-Exempt.
- Forty (40) hours per week
- Paid holidays, vacation, personal and sick leave according to MHA policy.

Employee Signature

Date