Position Title: BEHAVIORAL HEALTH PROGRAM MANAGER - CLINICAL OVERSIGHT
Position Status: Exempt
Reports To: Behavioral Health Director
Effective Date: 05/31/2017
Revised Date:

SUMMARY DESCRIPTION: Under direction, this position:
1. Manages day-to-day operational issues related to Behavioral Health activities and provides related clinical and operational guidance;
2. Provides operational oversight of vendor activities and performance;
3. Supports clinical practice oversight, research, and operational processes based on Medi-Cal, Knox-Keene and other regulatory and accreditation requirements, and performs clinical audits to ensure compliance with requirements;
4. Provides programmatic support to the Behavioral Health Director; and
5. Performs other duties as assigned.

DUTIES AND RESPONSIBILITIES:

1. Manages day-to-day operational issues related to Behavioral Health activities and provides related clinical and operational guidance, with duties including but not limited to:
   • Responding to operational issues and questions from Alliance staff, vendors and community organizations;
   • Conducting research related to ad hoc issues and in response to questions regarding coding, clinical effectiveness and evidence based practice;
   • Ensuring operational processes adhere to contractual and regulatory requirements;
   • Advocating for members by reaching out to Primary Care Provider (PCP), specialists, hospital, interdepartmental staff, local Mental Health services, and community agencies in order to maximize program participation and outcomes;
   • Acting as a liaison with primary care provider sites and Managed Behavioral Health Organization (MBHO) to assist providers in problem solving, coordination, and support of members’ access to appropriate treatment;
   • Scheduling, organizing, and leading care conferences on members and participating in case rounds on a regular basis;
   • Assessing and assisting with issues related to transition of members from high risk or complex case management to a patient-centered medical home environment, including working with PCP’s and MBHO to facilitate such transitions;
   • Assisting other Alliance divisions with the resolution of quality and coordination of care issues for members within the programs;
   • Assisting the Quality Improvement Department with Quality of Care Concern reviews;
• Ensuring that behavioral health issues are progressing toward resolution within the agency, and escalating issues to the Behavioral Health Director as appropriate;
• Conducting clinical research related to members’ behavioral health conditions;
• Monitoring and identifying trends related to member-specific issues and communicating trends and related recommendations to the Behavioral Health Director;
• Developing and conducting operational training related to Behavioral Health services and vendor services, and developing and conducting clinical trainings related to behavioral health topics, in coordination with Training and Development;
• Representing the Alliance in community meetings and confidential multidisciplinary task forces concerning health issues or provision of health related services; and
• Maintaining current knowledge of regulatory requirements pertinent to behavioral health.

2. Provides operational oversight of vendor activities and performance, with duties including but not limited to:
   • Managing relationships with vendors and serving as the division’s initial point of contact;
   • Implementing structure, process, and governance related to vendor communications, clinical aspects of contract management, and on-going vendor relationships;
   • Developing management tools and reports to support effective delivery of the Alliance’s Behavioral Health Program in coordination with vendors;
   • Monitoring behavioral health program performance and communicating identified concerns to vendors;
   • Reviewing reports from vendors and providing an aggregate summary of vendor performance and compliance to the Behavioral Health Director; and
   • May report vendor performance results to committees and workgroups within the organization.

3. Supports clinical practice oversight, research, and operational processes based on Medi-Cal and Knox-Keene requirements, and performs clinical audits to ensure compliance with requirements, with duties including but not limited to:
   • Participating in clinical case review meetings with Alliance medical case management staff and vendors to support integrated case management services;
   • Participating in clinical review meetings with each County Mental Health Department and vendors;
   • Managing implementation of remedial actions resulting from County and Regional Center meetings;
   • Assisting the Plan Medical Directors and Behavioral Health Director with research and review of specific behavioral health clinical issues;
   • Acting as a liaison to State, County and community agencies regarding implementation and improvement of Alliance processes related to State contractual and Knox-Keene regulatory requirements;
   • Managing the implementation of new behavioral health requirements internally and with the vendors;
   • Supporting the Care Management and Utilization Management teams by sharing clinical expertise related to psychiatric services on a consultative basis and acting as a clinical subject matter expert in instances where clinical and evidence based research is required;
• Completing audits of delegated vendors’ clinical assessments and processes to ensure clinical accuracy and compliance with Medi-Cal and Knox-Keene regulatory requirements, along with contractual requirements with vendors; and
• Managing clinical aspects of focus audits by State agencies.

4. Provides programmatic support to the Behavioral Health Director, with duties including but not limited to:
• Assisting with research, preparation and revision of policies, procedures and member materials;
• Developing, implementing and managing assigned systems, projects and programs;
• Gathering information and materials in support of audit preparation;
• Assisting with researching and preparing responses to State complaints and inquiries;
• Providing support related to Quality Improvement studies to evaluate program effectiveness; and
• Assisting with tracking Administrative Quality Indicators pertaining to behavioral health initiatives.

5. Performs other duties as assigned.

EDUCATION AND EXPERIENCE:
• Current and unrestricted license as a Registered Nurse, Licensed Clinical Social Worker, Marriage and Family Therapist, Licensed Professional Clinical Counselor, or Psychologist issued by the State of California and three (3) years of behavioral health clinical experience or an equivalent combination of education and experience which would provide the required knowledge, skills and abilities may be qualifying.

JOB SPECIFIC KNOWLEDGE, SKILLS, AND ABILITIES:
• Thorough knowledge of the principles and practices of clinical research and assessment;
• Working knowledge of the array of mental health and substance use disorder services;
• Working knowledge of the principles and practices of managed care, utilization management and/or case management;
• Working knowledge of research, analysis, and reporting tools and methods;
• Working knowledge of relevant healthcare regulatory and accreditation requirements, such as Medi-Cal, Knox-Keene and NCQA;
• Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, PowerPoint and Outlook;
• Some knowledge of the tools and techniques related to program and project management;
• Ability to audit, analyze and assess medical records and other health care data;
• Ability to utilize evidence based practice guidelines in the evaluation and management of vendor performance for utilization management, care management and transitional care activities;
• Ability to develop and implement projects, systems, programs, policies and procedures;
• Ability to act as a technical resource and explain regulations, processes, and programs related to area of assignment;
• Ability to provide leadership and facilitate meetings;
• Ability to foster effective and collaborative working relationships, influence others, and build consensus with individuals at all levels in the organization;
• Ability to recognize and effectively utilize the most appropriate mode of communication based upon the circumstances of the situation;
• Ability to professionally direct and manage difficult callers or other types of challenging interactions through the utilization of interpersonal intervention skills;
• Ability to utilize good judgment and tact when interacting with health care providers, members and other stakeholders;
• Ability to work independently, manage assigned workload, make decisions related to areas of functional responsibility, and recognize issues requiring escalation;
• Ability to identify issues, conduct research, gather and analyze information, reach logical and sound conclusions, and make recommendations for action;
• Ability to effectively, clearly and independently document, summarize and resolve complex issues;
• Ability to analyze and interpret legal and contractual language;
• Ability to analyze data and prepare written and oral reports;
• Ability to develop training materials, in conjunction with Training and Development staff, and conduct training; and
• Ability to create forms, correspondence, and other program documents.

ALLIANCE STANDARD KNOWLEDGE, SKILLS, AND ABILITIES:
• Ability to communicate effectively, both orally and in writing;
• Ability to establish and maintain effective and cooperative working relationships with Alliance staff and others contacted in the course of the work;
• Ability to assume responsibility and exercise good judgment in making decisions within the scope of authority of the position;
• Ability to think and work effectively under pressure and accurately complete tasks within established times;
• Ability to prioritize tasks and meet deadlines;
• Ability to maintain confidentiality; and
• Valid California Driver License, transportation and automobile liability insurance in limits acceptable to the Alliance.

DESIRABLE QUALIFICATIONS:
• Master’s degree in a related field.
• Work experience in a managed behavioral health care/insurance environment.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:
• Ability to sit in front of and operate a video display terminal for extended periods of time;
• Ability to stand, climb, bend, reach overhead and lift, carry or move objects of varying size weighing up to 10 pounds; and
• Ability to travel to different locations in the course of work.

ALL ALLIANCE EMPLOYEES ARE EXPECTED TO:
• Comply with all Alliance safety requirements; and
• Adhere to all Alliance policies and procedures.

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The Alliance reserves the right to revise this job description at any time.