

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Intake Staff Lead/Medicaid Trainer
PROGRAM: 1115
SUPERVISED BY: Senior Director of Medicaid Operations
STATUS: Full-time/salaried/exempt
UPDATED: 6/28/2022

Catholic Social Services is a mission driven, trauma-informed, non-profit agency committed to compassionately serving the poor and those in need, strengthening individuals and families, and advocating for social justice.

JOB SUMMARY:

This position is responsible for all aspects of the Catholic Social Services behavioral health program provider training and the intake processes for clients to receive services covered by the Alaska Medicaid state plan and 1115 Waiver Services, and other health plans.

Minimum Qualifications:

- Bachelor's Degree in Social Work, Counseling, Psychology, or related field is required.
- Two years' experience in mental health field preferred.
- Employment is contingent upon receipt of a satisfactory state and federal background check and approved National Provider Identifier Standard (NPI) status.
- Possess a valid Driver's License

Duties and Responsibilities:

Provider Training:

- Manage the provider training program.
- Create and deliver provider training on topics related to the Alaska Medicaid covered behavioral health services, including 1115 Waiver Behavioral Health services.
- Provide group and individual provider training sessions.

Intake Process:

- Responds to telephone and face-to-face inquiries from persons seeking mental health care or information about mental health related services.
- Identifies needs of callers and schedules clinical assessment when necessary.
- Facilitates appropriate callers' access to optimal level of care within the system.
- Documents all calls and related information in intake system; ensures forms are neat and legible, gathering all possible information.
- Reviews intake paperwork for appropriate dispositions and referral sources.
- Assists with intake procedures, obtains patient and other required signatures on intake paperwork, obtains various releases, verify Medicaid and other health plan eligibility, etc.
- Verifies all documentation ensuring completion and accuracy.
- Establishes and maintains positive relationships with patients, health professionals, and all referral sources.
- Employees are expected to embrace, support and promote the core values of respect,

integrity, trust, compassion and quality that align with Catholic Social Services' mission and vision through their actions and interactions with all patients, staff, and others.

- Conforms to Catholic Social Services' policies, strict employee confidentiality, HIPAA and 42 C.F.R. Part 2 regulations.
- Perform related duties as needed and assigned.

Knowledge and Competencies:

- Knowledge of regulations and guidelines pertaining to compliant billing practices.
- Knowledge of medical terminology and behavioral health terms.
- Knowledge of medical record forms, formats, filing system, and standard codes to establish, analyze, locate, and maintain records.
- Knowledge of ICD-10, CPT, and HCPCS codes.
- Knowledge of applicable privacy and security laws is required as use of personal information and patient records is an integral part of the position and privacy of individuals must be protected to the fullest.
- Ability to translate technical terminology for understanding by non-technical audiences.
- Ability to read, analyze and interpret practice standards, professional journals, technical procedures and federal, state, and local standards, regulations, and requirements.

Physical Requirements: Ability to lift 25 lbs.

Training Requirements: Agency and department orientation and trainings as required. Attend all staff meetings and in-service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____