



Adult Case Management Administrative Assistant Job Description

Job Title: Adult Case Management Administrative Assistant
Reports To: Adult Case Management Director
Job Location: Adult Case Management - Envision
Work Schedule: 36 Hour Week
Exemption Status: Non-Exempt
Prepared By: Human Resources
Latest Revision Date: 8/29/2016
Approved By: *Mary Lee Dalton*
Approved Date: 8-30-16

Position Summary:

To enhance the quality of life for people with intellectual and developmental disabilities providing essential administrative support to Adult Case Management department staff through performance of a variety of clerical duties, data entry and tracking.

Essential Job Responsibilities:

Support Case Managers

- Compile, copy, and distribute documents for intake case managers
- Track data using internal tracking system and alert case managers
- Transition people supported appropriately between case managers; transitioning from Family Support Plan (FSP) and Intake case management to Adult on appropriate tracking system
- Receive stamp and distribute mail
- Maintain copies of frequently used forms in file cabinet, maintain policy and procedure manual when there are changes, and maintain case management shared computer files.
- Participate in assisting with department orientation for new case managers; phone, mail, and, hospitality.
- Maintain enrollment tracking system for all enrollments

Support Completion of Long Term Care Assessment (ULTC 100.2)

- Send Physician Medical Information Page (PMIP) to physicians: track receipt of PMIP: follow up with physician's office until received
- Email completed Uniform Long Term Care (ULTC) 100.2 certification pages to Medicaid technician

Support Completion of PASARR

- Track Nursing Home admissions
- Submit completed PASARR to I/DD within required timelines

Provide Meeting Support

- Compile Human Rights Committee (HRC) agenda, sort and route
- Route incident reports being reviewed to case managers
- Compile, copy, and distribute HRC presentations
- Record meeting minutes and track need for subsequent review
- Attend team meeting, and record minutes



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Essential Job Responsibilities, cont.:

Billing Authorization

- Receive all invoices (dental, vision, etc.)
- Review invoices based on service plan, Prior Authorization Request (PAR) and Therap
- Inform case manager if plans need to be amended
- Notify provider agency of any discrepancy on invoices

Develop and Maintain Positive Relationships

- Develop open and honest communication with people supported, families/guardians, co-workers and community members/organizations
- Document communication with people supported, families/guardians, co-workers and community members/organizations thoroughly
- Speak immediately with the Director about negative interactions or possible complaints from a person supported, family/guardian, co-worker or community member/organization

Other Duties as Assigned

Education and Work Experience Qualifications:

High School diploma or GED required. Must have minimum of two years clerical experience and successfully complete a computer/typing skills test.

Required Skills:

- Ability to meet required deadlines in an organized manner
- Ability to maintain confidentiality and recognition of the importance of protecting consumers' privacy
- Working knowledge of computer software, including Microsoft Windows, Word, Excel, and internet access and usage
- Ability to design and manipulate Excel spreadsheets
- Ability to use independent judgment and exercise initiative
- Ability to communicate effectively, both in writing and verbally
- Thorough knowledge of spelling, grammar and punctuation

Certificates, Licenses, Registrations:

Must have a motor vehicle, provide proof of automobile insurance, have a valid Colorado Driver's license and acceptable driving record. An unacceptable driving record is a record with at least 3 occurrences of any combination of accidents (regardless of fault) or moving violations during the past three years and/or a record with 1 serious violation in the last three years or 3 or more serious violations committed prior to the past 3 years, but not more than 8 years ago.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; stand; walk; and stoop, kneel, crouch, or crawl; climb or balance; and talk, hear, taste, or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.



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Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate and continuous sensitivity of co-workers in close proximity is required.

The employee must be able to complete their work satisfactorily in an environment where there are significant distractions, including but not limited to staff, people supported, and families walking through and conversing in the area, telephones ringing and conversations carrying over from cubicles, interruptions to answer the telephone or to answer questions from others.

Employee Acknowledgement:

I have received and understand the essential duties and other requirements of my position as stated in the above job description. I am able to perform the essential duties with or without reasonable accommodations. I understand employment is at will.

Print Name

Signature

Date