

**WEBB COUNTY
JOB DESCRIPTION**

CERTIFIED

TITLE: CASE MANAGER
DEPARTMENT: Indigent Health Care Services
SLOT NUMBER: 596, 1239, 1242
REVISION DATE: December 19, 2013

DEC 19 2013
By Webb County
Civil Service Commission

JOB SUMMARY:

The Case Manager is responsible for interviewing and screening applicants to determine potential eligibility to the County Indigent Health Care Program (CIHCP) based on the guidelines established by the State of Texas under Chapter 61 of the Texas Health and Safety Code and the rules and regulations implemented by the County of Webb. Responsible in reviewing all client files and eligibility recommendation submitted by Caseworkers and documentation requested to determine client eligibility. The Case Manager also provides guidance, assistance and training to Caseworkers.

CHARACTERISTIC/ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Must be able to maintain a considerate and respectful attitude toward individuals applying for assistance; and due to the nature of the sensitive information involved, must be able to maintain complete CONFIDENTIALITY in compliance with the Health Insurance Portability and Accountability Act (HIPAA) regarding an individuals' personal and health information.
- Must become familiar and adhere to all rules and regulations within the Texas Health and Safety Code, Chapter 61 -INDIGENT HEALTH CARE AND TREATMENT ACT, County Indigent Health Care Program Handbook (CIHCP) and follow local County rules, policies and procedures to obtain the proper knowledge necessary to make an eligibility determination and recommendation. CIHCP Handbooks must be kept current and up to date with any changes made by the state or county.
- Responsible for interviewing, screening and issuing applications and setting appointments to applicants who are potentially eligible to the CIHCP.
- Responsible in reviewing and documenting client information concerning their residency, income, household composition and resources on CIHCP software program.
- As needed, will review and assess applications for program eligibility determination in accordance with CIHCP Policy Guidelines and make an eligibility recommendation for program applicants.
- Responsible in reviewing all client files and eligibility recommendation submitted by Caseworkers and documentation requested to determine client eligibility before submitting to management for final case approval.
- Responsible for providing guidance and assistance to all Caseworkers.
- Responsible for providing training and implementing changes made by the state or county regarding the CIHCP program guidelines and procedures.
- Must be knowledgeable in and keep up to date with Public Social Welfare Programs and other resources available such as Social Security, Medicaid, TANF, SNAP, Victims of Crime, and DARS, etc. to be able to refer clients or responsible parties to apply for services they may be eligible to receive.
- Responsible for following through with client's Social Security eligibility determination and maintaining the SSI status log up to date.

Case Manager

- Maintains activity reports as instructed by management.
- When instructed by management, may need to review and revise any and all material such as cases, summary notes, reports, and/or any other correspondence.
- Must be able to deal effectively and courteously with the general public and possess good communication and organizational skills.
- Process medical claims for payment for eligible clients, including Jail inmates of the Indigent Health Care Program.
- Prepare request for payment for processed claims in accordance to Auditor's protocol.
- Post checks for processed claims and enter check information on Request Log upon receipt
- Generate Explanations of Benefits for all paid claims once check has been posted.
- Mail posted checks along with respective Explanation of Benefits to providers.
- Prepare Medicaid reimbursement paperwork for SSI/Medicaid eligible clients in accordance to SSI/Medicaid Reimbursement Handbook and prepare request for reimbursement from providers.
- Assist providers in obtaining claim status and be able to properly explain CIHCP policies in regards to claims processing (billing period, payable amounts, etc.).
- Required to attend all departmental monthly staff meetings and/or out of town conference(s) and training seminars.
- May need to perform outreach efforts and/or work from an offsite location as assigned by management.
- May be assigned the responsibility of mailing out Appointment Notices.
- May occasionally need to perform the duties of the Caseworker and Front Desk Coordinator when necessary.
- Must maintain a professional and courteous image to the public, co-workers, and clients at all times.
- Assists management with the Medicaid Supplemental Payment Program duties.
- Any and all other duties as assigned by management.

General Assistance Programs

Responsible for interviewing clients, processing applications, preparing and maintaining client files and submitting file and paperwork for approval and payment for clients applying for Burial/Cremation, Emergency Medication, and Pharmaceutical Assistance Programs.

- On rare occasions may need to visit the County Morgue to view the decedent and may need to attend an indigent burial and act as a witness.
- Maintains contact with local pharmacy to obtain medication information and pricing.
- Serves as liaison between applicant(s) and Pharmaceutical companies by assisting client in completing the application(s) for assistance on behalf of potentially eligible clients.
- Reviews information and submits the applications with money orders and/or checks when applicable to the corresponding pharmaceutical companies within two days.
- Must maintain a log of all monies received (checks and Money Orders only)
- Contacts the Pharmaceutical companies for the refill on applicant's prescriptions.

QUALIFICATION STANDARDS:

- Must have High School Diploma or GED certificate from an Accredited Institution.
- 60 or more college hours, preferred

Case Manager

- Must type 35 wpm.
- One (1) year of work experience in an office setting or related area.
- Two (2) years casework experience with public social service programs and/or knowledge in health care programs preferred.
- Knowledge of medical exams and terminology preferred.

SKILLS AND ABILITIES:

- Ability to communicate in English and Spanish.
- Ability to speak in public and give presentations to groups regarding the Indigent Health Care Services Department programs.
- Must have knowledge of standard office equipment including personal computer and software programs.

PHYSICAL REQUIREMENTS:

- Must be able to sit, stand, bend and/or type for prolonged periods of time.
- Must be able to carry up to 20 lbs.
- May be required to work during times other than normal working hours when needed (before/after hours, weekends, holidays).

OTHER REQUIREMENTS/INFORMATION:

- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, motor vehicle record (MVR) and criminal background checks are required.
- This position *is covered* by Civil Service; therefore, is subject to the Civil Service Rules and Regulations in addition to all other Webb County Policies.

SUPERVISORY: Supervised directly by the ASSISTANT DIRECTOR

ACKNOWLEDGEMENT:

The undersigned have read discussed, and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

EMPLOYEE SIGNATURE

SUPERVISOR SIGNATURE

PRINTED NAME

PRINTED NAME

PRINTED TITLE

PRINTED TITLE

DATE

DATE
