



Indigent Health Services Coordinator
Indigent Health Care Services

IHC/4
Pay Grade: 16

JOB SUMMARY

This position is responsible for ~~coordinating the day to day administrative operations of the Indigent Health Care Services department.~~ a diverse set of administrative, technical, and analytical duties within the Indigent Health Care Services Department.

MAJOR DUTIES

6. Reviews and processes County Indigent Health Care Program (CIHCP) client applications for accuracy and completeness to determine program eligibility.
1. Must review and remain up to date on any legislative changes to health care, immunization and burial policies related to Texas counties including, but not limited to the Texas Health and Safety Code and County Indigent Health Care Program Handbook, Centers for Disease Control and the Texas Department of State Health Services, etc.

~~Prepares and reviews letters, memoranda and email.~~

~~Prepares reports, charts, graphs and presentations; gathers and analyzes information.~~

7. Prepares and reviews letters, memoranda, emails, court agenda items; gathers and analyzes data to create reports, charts, graphs and presentations.

~~Prepares and submits requests for payment forms for invoices received from contractors.~~

~~Records all departmental budget expenditures; monitors and maintains all accounts; assists in the preparation of budget recommendations.~~

8. Provide administrative support for the Webb County Healthcare Funding District - Local Provider Participation Fund including invoicing local healthcare institutions (hospitals), maintaining financial records of all transactions, ensuring intergovernmental transfers and posting of public notices are completed in a timely manner.

~~• Prepares and submits and maintains records of department agenda items submitted to the Commissioners Court.~~

~~• Maintains department personnel records, including time and attendance records; processes new hire paperwork.~~

2. Trains, assigns, directs, supervises, evaluates, and disciplines personnel; responsible for human resource functions for department staff and maintains employee files and records.

~~Makes travel arrangement for department personnel.~~

3. Provides guidance and direction to case managers and case workers in resolving complex client case scenarios to determine client eligibility; also assists with any issues involving medical procedures, prescription medications, and appropriate public assistance program referrals.

~~Answers telephone and schedules appointments~~

19. Designs, manages and updates department website.

~~Receives and processes reimbursement checks and prepares bank deposits.~~

5. Assists in reviewing and providing final eligibility determination on cases submitted for approval or denial by caseworkers on the various department programs (County Indigent Health Care Program, Burial/Cremation Assistance Program, Emergency Medication Program, etc.)

~~Maintains a check and balance log for all Medicaid and vendor reimbursements received.~~

9. Creates, updates, and assists in implementing department policies and procedures including, but not limited to the review of fraudulent CIHCP cases, and pursues client reimbursements in accordance with an established Fraud Policy.

~~Submits annual reports to the Auditor for all receivables.~~

10. Provides staff technical assistance on the Pharmacy Benefits Management (PBM) program by enrolling/terminating clients, obtaining price estimates for medications, serving as intermediary between pharmacy and clients to resolve any issues and working with PBM program administrator.

~~Maintains office and janitorial supply inventory; makes purchases as needed.~~

11. Processes prescription overrides for client's prescription medications via the Pharmacy Benefits Management program in accordance to established guidelines; makes appropriate referrals to clients to obtain additional assistance for medications thru pharmacy assistance programs, drug discount programs, etc.

~~Maintains department files and records.~~

4. Reviews, interprets, and properly applies guidelines based on Chapter 61 of the Texas Health and Safety Code (Indigent Health Care and Treatment Act), and the County Indigent Health Care Program Handbook.

12. Provides technical assistance to staff in the use of computer technology.

16. ~~Develops and~~ Delivers presentations to community groups and attends community events to inform the public of department programs.

17. Participates in the day-to-day planning and operations of the Medicaid Supplemental Program and other special projects; researches and analyzes data; compiles data and writes reports; participates in regional healthcare provider meetings.

15. ~~Assists in preparing~~ Responsible for the compilation of data, preparation, and submission of monthly and annual reports including, but not limited to, the annual Tobacco Settlement Expenditure Report.

18. Assists in reviewing and preparing medical claims for payment ~~for clients, including qualifying jail inmates.~~ and processing reimbursement requests.

~~Trains, assigns, directs, supervises, evaluates and disciplines personnel.~~

~~Attends local and out-of-town conferences and training seminars.~~

13. Provides administrative support for the Immunization Program by ordering vaccines, medical supplies and equipment; receive and store vaccine shipments, enter immunization data, as well as monitor and record refrigerator/freezer temperatures in accordance to federal and state guidelines.

~~Maintains confidentiality in compliance with Health Insurance Portability and Accountability Act requirements.~~

14. Provides administrative support for the Tuberculosis Program (TB) by ordering medical supplies and equipment; scheduling TB screening tests and follow-up appointments, preparing and submitting reports, and working with state staff on active TB cases in accordance to federal and state guidelines.

20. Performs any other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in prioritizing and organizing work.
- Skill in the use of such office equipment as a scanner, fax machine, and copier.
- Skill in problem solving.
- Skill in management and supervision.
- Skill in interpersonal relations.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

SUPERVISORY CONTROLS

The Indigent Health Care Services Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include the Texas Health and Safety Code, the Texas Indigent Health Care Program Handbook, the Regional Healthcare Partnership Planning Protocol, the Health Insurance Portability and Accountability Act, the Health Care Reform Act, [the Centers for Disease Control and the Texas Department of State Health Services immunization and tuberculosis protocols](#), and county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related administrative and supervisory duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to coordinate the administrative functions of the department. Successful performance contributes to the efficiency and effectiveness of department operations.

CONTACTS

- Contacts are typically with co-workers, other county employees, elected and appointed officials, vendors, contractors, and the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over assigned personnel.

- 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.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education from an accredited institution.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years of experience or service.
- Must have a high school diploma or GED from an accredited institution.

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's Signature

Print Name

Date

Supervisor's Signature

Print Name

Date