



WORKING TITLE: UTILIZATION MANAGEMENT SPECIALIST III	CLASSIFICATION: HUMAN SERVICES SPECIALIST III
DEPARTMENT: HEALTH AND HUMAN SERVICES	DIVISION: HHS ADMINISTRATIVE SERVICES
PAY RANGE: OPEU 22	FLSA CATEGORY: NON-EXEMPT
PHYSICAL REQUIREMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: MAY 2020

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Works as part of the Yamhill County Health and Human Services (YCHHS) Quality Management Program, performing quality assurance reviews and implementation of utilization management plans for YCHHS and contract agencies. Assist in monitoring contract agencies, evaluating agency eligibility, monitor compliance with contract agreements, monitor case recording, billing and administrative procedures. Assists in quality assurance activities through internal and external reviews to ensure high quality of services are being provided. Reviews and coordinates services authorization requests between CCO's, Providers, and/or State agencies. Requires skills in the areas of behavioral health diagnosis and treatment for both mental health and substance use disorders. Participates in program planning and development. Provides care coordination for accessing behavioral health services. Participates in research and program evaluation activities. Provides or participates in consultation, in-service training, and education programs. Maintains client records. Assists with orienting new staff. Performs a variety of tasks consistent with the experience and abilities of the individual, and other necessary administrative tasks and related work as required by the Program Supervisor.

SUPERVISION RECEIVED:

Works under general supervision of Utilization Management Supervisor and/or Program Manager.

SUPERVISION EXERCISED:

May provide some supervision and training to other staff or students.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Performs the duties of a Human Services Specialist I and Human Services Specialist II.
- Reviews YCHHS and contract agency admissions data and clinical documentation to determine adherence to agency medical necessity and level of care criteria.
- Consults with inter-disciplinary staff related to clinical cases and issues: assessment, treatment planning, length of stay, medical justification, diagnosis, transition planning and documentation.
- Monitors and influences length of stay, discharge, and outcomes for YCHHS and contract agency clinical programs and services.
- Authorizes inpatient, inpatient alternatives, and out of panel outpatient services, and works with team to coordinate care.
- Counsels with clients and/or families on benefits and services available through local and

regional contracts.

- Provides training and information about utilization requirements and concerns to appropriate agency clinical and supervisory staff.
- Participates in the design and implementation of quality assurance, review programs audits, and perform site visits within program area.
- Provides care coordination for direct services with families and children, formerly institutionalized individuals upon their return to the community, and other children or adults with mental illness in, or seeking behavioral health treatment.
- Assists with monitoring, tracking, and reporting on utilization activities and compliance of YCHHS behavioral health divisions and contract agencies.
- Assists in program evaluation, research activities, and collaborates with EHR team for implementing improvements.
- Provides mental health and substance use disorder education and information to promote public interest and advocacy for services for people who are chemically dependent, and who have psychiatric, emotional, and developmental disabilities.
- Remains up to date on ORS, specifically as they relate to child and adult behavioral health treatment, in addition to CFRs and 410 rules related to CCO compliance regarding child and adult behavioral health.
- Assist with behavioral health customer service line for YCCO members.
- Prepares necessary reports; performs other administrative tasks required by the program supervisor.
- Performs other related duties as necessary to carry out the objectives of the position.

JOB SPECIFICATION

KNOWLEDGE OF:

- Techniques of community mental health, developmental disabilities and substance use disorder services and relationship of mental health/ substance use disorder disciplines to the field of community psychiatry.
- General mental health, developmental disabilities, and substance use disorder concepts, social structure, agency functioning, and individual differences in people.
- Oregon Administrative Rules, including the Outpatient Addictions and Mental Health Services rule, Centers for Medicare and Medicaid Services and federal requirements, other laws and regulation related to utilization review.
- Confidentiality rules, especially those specific to program area.
- Policy, rules and regulations for program and YCHHS behavioral health contractors.
- Community and partner agencies and resources relevant to program.

SKILL IN:

- Interacting with individuals with mental health challenges, developmental disabilities, and substance use disorders.
- General keyboarding and computer use.
- Microsoft Windows environment inclusive of using Word and Teams, record keeping programs.
- Using electronic health records
- Communicating effectively, both orally and in writing.

ABILITY TO:

- Use interviewing skills.
- Apply theory in behavioral health and addictions diagnosis.
- Plan and implement intervention programs.
- Adhere to rules and regulations.
- Multi-task, manage complex projects, effectively manage time, and work independently.
- Review documentation for clinical quality and provide feedback or corrections.

- Develop and maintain appropriate professional relationships with peers and other professionals in various disciplines.
- Meet and work with other professional and nonprofessional people in the community.
- Write concisely and perform administrative tasks.
- Maintain confidentiality.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

A master's degree from an accredited school in social work, clinical psychology, psychiatric nursing, or a related field, AND one year of experience as a Human Services Specialist II are required. Any satisfactory equivalent combination of experience and training which ensures ability to perform the work may substitute for the above. Must hold certification in substance use counseling; OR if individual holds health or allied provider license, by accredited school in social work, clinical psychology, psychiatric nursing, then shall possess documentation of at least 60 hours of continuing professional education in substance use disorder treatment.

Must qualify as QMHP, and CADC or LQMHP with 60 hours CE in SUD to work in respective fields. May require licensing.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

May be subject to successful completion of a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Work also involves travel to clients' homes and meetings. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public in home or office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities

to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.