

Jurisdictional Class: Competitive
EEO Category: Professionals
Revised: 01/16/2020

MANAGED CARE SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This position has responsibility for directing, planning, organizing, developing, implementing, and monitoring all the activities involved in administering a program in which medicaid eligible recipients in Oneida County receive medical assistance services directly and indirectly from a managed care provider, including case management. The goal of the program is to "mainstream" Medicaid eligibles with access to comprehensive and coordinated health care which is delivered in a cost effective manner. Responsibilities also include participating in agency policy development, reorganization and efforts to correct operational deficiencies. Supervision is exercised over professional and clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Plans, prepares and develops a formal managed care plan to be used as a guide in assuring the quality of medical services;

Plans, negotiates and participates in the negotiation of contracts with medical providers that enhance access to and availability of mainstream medical care and services by Medicaid recipients;

Implements strategies to correct operational deficiencies and/or improve managed care services;

Prepares, completes and submits annual reports/surveys and other required reports;

Provides employees with training required to operate the program;

Works closely with data processing and clerical staff in designing and implementing automated systems and statistical procedures that will monitor and assess the continued success of managed care;

Coordinates local activities with medical providers in conjunction with state regulations and local agency policies.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of Federal and State Legislation relative to the Medicaid program; thorough knowledge of the operating characteristics of the Department of Family and Community Services; good knowledge of Medicaid Reform demonstration projects active statewide; ability to make special studies and analyze data; ability to establish cost effective managed care programs; ability to provide general supervision over the work of others; ability to communicate effectively both orally and in writing; resourcefulness.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered four (4) year college or university with a Master's Degree in human services, social services, public health, business administration or a closely related field, **AND** two (2) years of experience in social casework, medical or related social work or business administration with a social service or health related agency adhering to acceptable standards; one (1) year of which must have been in a supervisory capacity; **OR**

continued...

MINIMUM QUALIFICATIONS cont'd:

- (B) Graduation from a regionally accredited or New York State registered four (4) year college or university with a Bachelor's Degree in human services, social services, public health, business administration or a closely related field, **AND** four (4) years of experience in social casework, medical or related social work or business administration with a social service or health related agency adhering to acceptable standards; one (1) year of which must have been in a supervisory capacity.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

Adopted: 01/24/1992

Revised: 09/23/1994; 10/01/1996; 12/18/1996; 01/16/2020