

# South Central Human Relations Center

## Position Description

<b>Title:</b> Case Aide	<b>Division/Department:</b> Adult Mental Health Case Management
<b>Department:</b> Adult Mental Health Case Management	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Adult Mental Health Program Manager	<b>Supervises:</b> This position has no supervision duties

### **SUMMARY**

This support member to the Adult Mental Health Case Management/Community Based Services team is responsible for organizing, coordinating and monitoring all non-clinical operations of program under the direction of the Clinical Supervisor/Program Manager; maintaining program accounting records, program data regarding client insurance, eligibility, dates and types of service provided, tracking and submitting information for eligibility determination, coordination of data for submission to billing department; transport clients to appointments and assist in ARMHS services; operating and coordinating the management information system; and providing receptionist duties to back-up front desk operations.

### **PRIMARY RESPONSIBILITIES**

- 1. Assesses and monitors the physical needs of the Adult Mental Health Case Management Department.**
  - a) Maintain and review with management the unit budget for operation of the program to assure that all purchases of supplies and equipment remain within that budget.
  - b) Order and maintain unit supplies, equipment and furniture; arrange for repair of office furniture and equipment.
  - c) Sort, route and prioritize incoming mail with distribution to appropriate staff.
  
- 2. Monitor and Track Voucher programs**
  - a) Monitor and track all Flex Requests
  - b) Send client statements if needed for repayments of Flex Requests. Provide to Rep Payee as needed.
  - c) Manage flex voucher program-order new vouchers as needed.
  - d) Manage and Track MA bus ticket program
  
- 3. Assists and monitors case managers in chart maintenance to ensure Rule 79 compliance standards.**
  - a) Track new clients and case closures in the County Tracking spreadsheets. These spreadsheets get sent to the county each week. Also send report with caseload numbers to Intake Clinician.
  - b) Complete intake process from Intake Clinician-sending any needed paperwork to SCHA and/or scanning intake paperwork.

- c) Prepares letters to request medical records and client authorizations and maintains log of requests and records received.
- d) Organize sending out TD letters for Case managers: Make sure ROI's are updated and send out letters, track returned letters.

**4. Update and maintain a policies and procedures manual to assure that current and accurate information is available to staff.**

- a) Designs and maintains forms to obtain and maintain insurance information regarding all Adult Mental Health Targeted Case Management clients.
- b) Collects necessary data and prepare reports.
- c) Ensures client admissions and discharges are appropriately completed within necessary computer and other management information systems.
- d) Send out updates to procedures to case managers.

**5. Coordinates and monitors case management billing practices.**

- a) Verifies medical insurance coverage of all case management clients monthly.
- b) Consults with case managers regarding billing timeframes, medical coverage and follow up as needed.
- c) Collects, manages and submits case management Medical Assistance mileage-reimbursement data every month to each county.

**6. Assists case managers with client transportation or CSP/ARMHS duties.**

- a) Transports clients to appointments or necessary errands as needed.
- b) Performs ARMHS or CSP functions with clients as needed.

**7. Scanning**

- a) Scanning and documenting ROI forms, medical records and all other items to be scanned into CareLogic.
- b) Scanning all financial information from Rep Payee for Case Managers.

**8. Rose Street Apartments**

- a) Log and Track all incoming rent payments coming in, provide monies to Rep Payee to deposit.

**9. Performs miscellaneous projects and completes various tasks as requested by management.**

**JOB SPECIFICATIONS**

**Education, Experience and Credentials**

- Minimum of a high school diploma.
- The program assistant may have education and experience in the human service field (e.g., associate or bachelor's degree in human services or experience as an inpatient unit clerk or in a medical clinic), or office management or both.

**Level of Access for Electronic Protected Health Information**

Clinical Staff

**Knowledge, Skills and Abilities**

- The Program Assistant must have people and problem-solving skills to assist and support clients with severe and persistent mental illnesses and their families.
- The position requires solid organizational skill and ability to make contacts and establish relationships to get information necessary for the program to function within the larger system.
- Knowledge of computers and software.
- Billing and accounting procedures.
- Medical records management.
- Personnel policies and procedures.
- Strong commitment to the right and ability for each person with a severe and persistent mental illness to live in normal community residences, work in market jobs and have access to helpful, adequate, competent and continuous supports and services.
- Skills and competence to establish supportive, trusting relationships with persons with severe and persistent mental illnesses
- Respect for client rights and personal preferences in treatment is essential.
- Must have a valid Minnesota Driver’s License.
- Competency in using Excel and Word programs.

**PHYSICAL REQUIREMENTS**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**Work Schedule:**

Regular office hours are 8:00am to 5pm, Monday through Friday. Must have flexibility to adjust the schedule occasionally in response to work demands.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date