



POSITION: Manager, Medical Management
DEPARTMENT: Medical Management
X Exempt Non-exempt

JOB RESPONSIBILITY SUMMARY:

Responsible for directing the management of medical management operations and programs/services including pre-certification, case management, disease management programs, and population health. This includes the structure and monitoring of operations to ensure work is performed in a timely and quality manner consistent with company policies and guidelines.

ESSENTIAL FUNCTIONS:

- Oversee the direction and coordination of departmental activities within the scope of nationally recognized case management/utilization management standards, corporate standards and regulatory guidelines.
- Function as primary reference source for direct reports, clients, brokers and other clinical/non-clinical staff.
- Navigate benchmark applications to provide the most comprehensive and up-to-date Evidence Based Solutions to help drive effective care management and utilization management.
- Enhance and/or develop overall clinical operation goals, operating plans, policies, short and long range objectives, and ensure that those that are approved are implemented.
- Design medical management data collection and measurement tools for the monitoring of department goals, objectives, and policies.
- Compile and review records to determine department productivity, quality of output, and cost of service. Develop methods to continually improve results.
- Maintain open communications with Department Directors to rapidly facilitate solutions in the event of change or newly identified problems.
- Foster and promote teamwork between medical management and non-clinical departments to support interdepartmental collaboration.
- Provide clarification of patient-specific medical information within state and/or federal regulations and HIPAA guidelines for the purpose of assisting Payer-Clients in the administration of health benefits and/or evaluation of the appropriateness of Case Management involvement.
- Supervisory responsibility: Utilization Management Specialists, RN Case Managers, Support Staff
- Role Model for the Custom Fundamentals, integrating into the daily work.

Essential Skills and Experience

- Must possess a current unrestricted RN OH license and obtain IN and KY license in 90 days of hire
- Previous managerial experience
- UM/CM experience, minimum of 2 years

Qualified candidates should send a resume and salary expectations to:
careers@customdesignbenefits.com.