



Rehabilitory

CASE MANAGEMENT SOLUTIONS

Solving the Case Management Puzzle

ASSISTANT CASE MANAGER/ CLINICAL COORDINATOR (CONTRACTUAL)

The Clinical Coordinator/ Assistant Case Manager (ACM) uses medical knowledge to assist the case manager in assessing, evaluating, planning, implementing, and overseeing the treatment appropriateness for catastrophic injuries based upon evidence-based guidelines. The ACM utilizes clinical knowledge to evaluate the medical and disability needs of the client against relevant policies, facilitate coordination of the client's medical treatment. The ACM engages the client and physician(s) in providing proactive medical and disability management, working collaboratively with claim handlers and other members of the treatment team. The case management process requires a focus on customer service, skills, knowledge of setting appropriate goals and measuring outcomes to effectively ensure optimal outcomes.

JOB RESPONSIBILITIES:

- Provides ongoing support to the case management team.
- Maintains clients' records by generating case notes, logging events and progress.
- Responsible for obtaining and maintaining clients' medical records.
- Maintains communication with medical providers, transportation services, pharmacies, durable medical equipment companies, and other services to assure client needs are met.
- Under the direction of the case manager, the ACM will research and coordinate referrals to providers.
- Under the direction and supervision of the case manager, the ACM admits new clients by reviewing records and conducting a clinical interview to determine the need for therapeutic medical, psychosocial, and psychiatric evaluations, reviewing therapist evaluations, treatment objectives, and plans.
- Under the direction of the case manager the ACM attends key medical provider appointments alongside the client to advocate for needs, represent the injury and develop the treatment plan
- Under the direction and supervision of the case manager the ACM communicates clients' progress by authoring progress notes on a monthly or quarterly basis or as requested by the insurer
- Under the direction and supervision of the case manager the ACM prepares clients' discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements; orienting and training family members; providing resources
- The ACM updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Performs administrative and clerical duties as assigned.

EDUCATION, EXPERIENCE, AND LICENSING REQUIREMENTS:

- Baccalaureate degree in a Health or Human Services Field
- Current and unrestricted state licensure in your discipline
- CCM Certification or progress toward CCM is highly preferred and encouraged.

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- Proven working experience in case management, including as a nurse, medical, mental health care manager, or a related job
- Must have a valid in-state driver's license, provide current registration and insurance, and have an acceptable driving record
- Position will require you to purchase and maintain your own Professional Liability Insurance

SKILLS/KNOWLEDGE/ABILITIES (SKA) REQUIRED:

- Demonstrates the ability to be organized and efficient in prioritizing and managing assignments with minimal oversight and direction.
- Strong time management skills
- Excellent oral and written communication, customer service, written report preparation, human relations and decision-making skills are required.
- Demonstrates use of critical thinking, attention to detail, sound clinical judgment and assessment skills for decision making.
- Computer Literacy (Electronic calendars, email, spreadsheets, databases, electronic health records).

WORKING CONDITIONS AND PHYSICAL EFFORT:

- The ACM position is community based. Client work is normally performed in the following community settings: Doctors' offices, therapy clinics, hospitals, occasional home visits with the client
- ACM maintains a home office for administrative activities
- ACM must provide own devices such as computer and cell phone
- ACM must accept and agree to Rehabilitory Solutions Technology and Security Guidelines
- Extremely limited physical effort required (occasionally lifting and/or carrying such articles as laptop computers, client files, etc.)
- There are no "hands on" responsibilities to the client
- Ability to ambulate into and out of provider locations with or without assistance or accommodations

This position description identifies the responsibilities and tasks typically associated with the performance of the position. Other relevant essential functions may be required.

I have read and understand the position description.

Contractor

Date