

Lakeland Care District

Enriching members' lives by honoring their values through high quality, cost effective long-term care.

Care Manager Job Duties

Principal Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- As part of an interdisciplinary team (which also includes a nurse and the member and/or guardian) participate in a comprehensive assessment of the member's outcomes and needs; revises the assessment as members' outcomes and needs change.
- Develop, coordinate and monitor members' outcome-based individual service plans, considering cost in designing services and choosing providers.
- Create and maintain member records as dictated by the Health and Community Supports contract and District standards.
- Participate in State and Federal reviews of member centered plans; develop corrective actions when directed within the designated timeframes.
- Coordinate and participate in regularly-scheduled meetings involving the member, their circle of support and providers.
- Inform members of changes, deletions, and denials of services as dictated by the Health and Community Supports contract. Inform members of their rights to grieve and appeal, and facilitate member's participation in the grievance/appeal process.
- Assist the member and their family in identifying resources.
- Assist in coordinating members' benefits in other programs such as Medicare, private insurance, DVR, Veteran's benefits, etc.
- With the nurse care manager, coordinate acute and primary care services provided to members. This may include arranging for and/or attending medical appointments, attending discharge planning conferences and coordinating follow-up services.
- As directed, achieve and maintain certification to administer the LTC Functional Screen.
- As directed, perform annual functional recertification of members via the LTC Functional Screen, within the timeframes necessary to ensure continuous functional eligibility.
- As needed, monitor member's financial eligibility for Family Care, SSI, and SSI-E. Assist the Economic Support Specialists and others in gathering information from members or guardians for the purpose of maintaining eligibility for Family Care and Medical Assistance.

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- Inform members of the self-directed support option. Set up and oversee self-directed service plans when the member chooses this option. Monitor spending within the self-directed plan according to District policy and procedure.
- Inform members of Family Care alternatives as required by the Family Care contract.
- Refer members for guardianship and/or protective placement when appropriate. Complete referral forms, obtain the competency evaluation and participate in court hearings when necessary for preliminary or ongoing assessment of the guardianship or protective placement.
- Monitor quality and effectiveness of services provided to members. Report any discerned provider quality issues or gaps in the provider network to the network developer.
- Participate in regularly-scheduled team meetings.
- Participate in initial orientation and training as directed; participate in ongoing training and education opportunities, both internally and externally, with management approval.
- As directed, participate in workgroups related to quality improvement, policy and procedure development, prevention and wellness, member relations etc.
- Participate in 24-hour emergency coverage rotation as directed.
- As directed, represents District to the community at large through professional interaction, clinical consultation, public speaking, media presentations, and participation in community advisory groups as requested.
- Maintains contemporary knowledge to ensure compliance with federal and state regulations.
- Maintains the confidentiality of client information and protected health information as required by State and Federal regulations, including the Health Insurance Portability and Accountability (HIPAA) Act of 1996.