

FRESNO AMERICAN INDIAN HEALTH PROJECT

1551 E. Shaw Avenue, Suite 139 Fresno, CA 93710 (559) 320-0490 fax (559) 320-0494

CALAIM PROGRAM MANAGER

Position Description

Title: CalAIM Program Manager

Department: Operations

Supervised by: Director of Behavioral Health

Supervises: CalAIM Staff

Travel Required: Occasionally

Salary Range: \$60,000 - \$85,000 Annually

Type: Full-time, Exempt

POSITION PURPOSE AND SUMMARY

The CalAIM Manager is part of a multi-disciplinary team that represents the agency, meetings, and program reviews. This position is responsible for providing support to the Director of Behavioral Health, CEO, oversight of CalAIM Staff, program implementation, operational functions of the program, objectives (coordination), supervision and evaluation of staff. The CalAIM Manager will be responsible for developing and implementing processes, analyzing data, reviewing and/or creating policies and procedures, ensuring compliance including audits and reviews, and building relationships with key stakeholders. The CalAIM Program Manager will report to the Director of Behavioral health and work closely with the care teams, providers, oversight agencies, and community-based organizations to ensure the program's success.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Assists the Director of Behavioral Health in ensuring that all required data and reports are completed and submitted to appropriate sources.
 - Assists with recruiting, selection, supervising and evaluation of any CalAIM staff.
 - Ensures that staff has direction, training and support needed to perform their jobs.
 - Standardize workflows and create forms to streamline processes
 - Determine referral processes and ensure they are followed by all staff
 - Develop and implement billing processes to ensure accurate and timely reimbursement
 - Analyze data to identify areas for improvement and make recommendations for changes
 - Ensure compliance with all regulatory requirements and contractual obligations
 - Develop and maintain relationships with key stakeholders, including FAIHP staff, oversight agencies, and community-based organizations
 - Monitor program performance and provide regular reports to leadership
 - Addresses any customer complaints/feedback and reports to Director of Operations and CEO.
 - Keeps Director well informed regarding activities, pending issues and potential problems.
 - Oversees client coordination of care, data collection activities as necessary, customer service, and any necessary scheduling with any of multi-disciplinary team members.
 - Assists with any account's receivables, data, financial, productivity, no show, and/or referral reports and implementation of workflows and processes for CalAIM.
 - Works any reports such as open encounters, no shows, unpaid claim balances, productivity, referrals, and any other necessary reports to ensure quality care is provided.
 - Assists in the development and maintenance of policies and procedures in order to meet requirements by the health plans, CalAIM DHCS, IHS, and/or any other regulatory agencies.
 - Produces monthly reports which record the agency-wide client/encounter and activity data for the program.
 - Works with Bookkeeper in processing and filing financial records to ensure agency assets are safeguarded and appropriately expended.
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- Other duties as assigned in order to fulfill the agency's mission and continuous flow of operations.
- Participates agency-wide positive outreach efforts to the community and other community agencies.
- Adheres to agency policies and procedures and advances the goals of FAIHP in a manner that embodies the agency's philosophy.
- Maintains strict confidentiality of client and personnel information adhering to HIPAA, professional codes of conduct, State of CA regulations, Privacy Act, and FAIHP policies and procedures.

MINIMUM MANDATORY QUALIFICATIONS, SKILLS, KNOWLEDGE, QUALITIES & PRIOR EXPERIENCE REQUIRED

- Associate's Degree in Business, Public Health, Social Work, or Related Field or equivalent, experience may be substituted.
- Demonstrated Verbal & Written Communication Skills
- Minimum 2-years' experience supervising people preferred
- Valid California Driver's license and DMV report with fewer than 2 infraction points within a 12-month period and automobile insurance.
- Demonstrated computer skills proficient in Microsoft Office Suite, NextGen, and learning new software programs

POSITION QUALIFICATION PREFERENCES

- Knowledge of Indian Self-Determination and Education Assistance Act (Public Law 93-638)
- Experience working with the American Indian community
- Knowledge of Indian Health Service (IHS)
- Experience utilizing NextGen database system
- Experience in healthcare management, with a focus on care coordination and program development
- Knowledge of California Medicaid (Medi-Cal) and Managed Care programs
- Excellent organizational and leadership skills
- Strong communication and interpersonal skills
- Ability to work independently and as part of a team

WORK ENVIRONMENT

- Work environment: The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate.
- Physical demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee is required to frequently stand, walk, sit, bend, twist, talk and hear. There are prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors and staff.
- Mental demands: There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

PERFORMANCE EXPECTATIONS

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In performance of their respective tasks and duties all employees of Fresno American Indian Health Project (FAIHP) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare and social services industry.
- Interact in an honest, trustworthy and dependable manner with clients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Meet or exceed the performance standards as set by your supervisor.
- Work independently and as a team member; consistently demonstrates professionalism, courtesy, efficiency, excellent internal and external customer service, high ethical standards and behavior that contribute to harmonious relationships.

INDIAN PREFERENCE

FAIHP has implemented an Indian Preference in Employment Policy. Pursuant to this Policy, applicants who meet the minimum qualifications for this position and who are enrolled members of a federally recognized Tribe will be given primary preference in hiring and employment for this position. Other candidates will be considered only after all candidates entitled to this preference have been fully considered.

OTHER

All employees must maintain a current (annual) negative/inactive tuberculosis test/x-ray results on file, have a negative result on a pre-employment drug test, consent to and pass a character investigation as prescribed in P.L. 101-630, section 408 and uphold all principles of confidentiality and patient/client care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

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Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

BOARD OF DIRECTORS APPROVED BY		TITLE	Board Chairperson
AUTHORIZED BY		TITLE	Chief Executive Officer
DATE POSTED		DATE HIRED	

ACKNOWLEDGMENT

I have reviewed the content of this position description and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions:

Employee (printed name)

Employee (signature)

Date
