



Kalos Health Managed Long Term Care Plan

Social Worker

Classification

Full Time 37.5 hours per week

Reports to

Director of Clinical Operations

Overview

The Social Worker (SW) assists the Care Manager and the Member Services Representative in planning and coordinating various services lines in an effort to have the Member age in place in the least restrictive environment with an emphasis on the community. This collaboration works in an effort to close gaps in care and/or services and reduce urgent care and hospitalizations after transitions occur across the various service lines.

The SW covers individuals based on a particular demographic assigned to their charge.

This department is responsible for providing efficient and courteous customer service through the planning and coordination of care management for members based on psycho-social need and social determinants of health. Works in tandem with Quality Assurance, Care Managers, Interdisciplinary Team, Director of Clinical Operations and Medical Director to monitor, plan, implement, coordinate, and evaluate services and outcomes in an effort to maximize the health, well-being and satisfaction of all members under their direct survey. They will monitor effectiveness of the care plan and promote member satisfaction through telephonic and in-person exchange with members and service providers. They articulate general program information to the member and may serve to run interference on complaints.

The SW must remain knowledgeable of the various service lines available and utilized by Medicaid consumers eligible for a Managed Long Term Care plan (MLTC), i.e. In-Home Services for the Elderly Program, Housing Options, Government Benefits, shopping assistance, exercise classes, meals on wheels, etc. They are responsible for understanding the basic concepts, features and benefits of Kalos.

Key Responsibilities

1. Completes assessment/intake including PHQ9 on members as needed.
2. Maintains member records through the various electronic health record platforms.

3. Provides courteous customer service to Kalos Health members and their representatives.
4. May articulate general plan information to members and their representatives
5. Works to resolve and then documents member complaints or refers to the appropriate staff.
6. Assists to complete Medicaid recertifications with members as indicated.
7. Assists members to gain access to health care needs and other services as needed.
8. Complies with state and federal regulations and guidelines in day-to-day activities.
9. Performs special projects as assigned.
10. Assists in onboarding new staff within their team and serves to provide insight into the essential functions of the role with other disciplines.
11. Participates in chart audits as requested.
12. Participates in functions and meetings within the organization as a whole.
13. Assists in continuous process improvement strategies.
14. Demonstrates collegiality and teamwork.
15. Promotes the Vision, Mission, Values and Goals of Kalos Health Plan.
16. Oversees and encourages the members to develop and complete advanced care planning.
17. Monitors transitions of care and discharges across service levels as indicated.
18. Promote and adhere to all elements of Corporate Compliance Program.
19. Applies case management standards and maintains HIPAA standards and confidentiality of protected health information. Reports critical incidents and information regarding quality of care issues.
20. Maintains compliance set forth by Director of Clinical Operations and Quality Manager.
21. Other duties as assigned by Social Work Coordinator or Director of Clinical Operations/Executive Director.

Qualifications/Requirements

- Master's Degree in Social Work required
- At least one (1) year of experience in a health care setting
- Community based program caring for older adults preferred
- Licensed Masters Social Work (LMSW) or Licensed Clinical Social Work (LCSW) preferred.
- Strong assessment skills required.
- Experience in case/care management setting preferred.
- Experience with adults with chronic health disorders preferred.
- Experience with working with the frail elderly preferred.
- Managed Long Term Care experience preferred.
- Experience and knowledge with electronic health record software preferred.

Competencies

- Problem Solving/Analysis
- Customer/Client Focus
- Communication Proficiency

Competencies continued:

- Initiative
- Results Driven
- Technical Capacity
- Decision-Making
- Critical Thinking Skills
- Demonstrates high level time management and priority setting
- Ability to work independently, handle multiple assignments and prioritize workload

Work Environment

This job operates in the field where various weather, housing conditions and environments vary based on where the member lives and the traveling required to access them. This role routinely uses standard office equipment such as but not limited to, computers, phones, photocopiers, document scanners, filing cabinets and fax machines.

Position Type/Expected Hours of Work

This is a full-time position, and hours of work and days are Monday through Friday, with hours that vary based upon operational and staff demands. Occasional evening, weekend and holiday work may be required.

Travel

This position requires travel on a continual basis.

Additional Eligibility Qualifications

None

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____