



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
P.O. BOX 1270, ISLETA, NM 87022
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JOB ANNOUNCEMENT
2nd Posting

POSTING DATE: 04/16/10
POSTING DATE ENDING: Until Filled
(POSTED IN AN OUT)

TITLE: CONTRACT HEALTH MANAGER

LOCATION: ISLETA HEALTH CENTER

DEPARTMENT: CONTRACT HEALTH SERVICES

NO. OF POSITIONS: 1

POSITION: #26046

POSTING NO: 026

STATUS: EXEMPT

GRADE: P3

STARTING SALARY: \$18.37/hr. - \$22.38/hr. (DOE)

DESCRIPTION OF WORK

General Statement of Duties: Manages the Contract Health Service (CHS) office, which coordinates a health service delivery system for patients with referrals to external, contracted health providers.

Supervision Received: Supervised by the Director of Financial/Administrative Services.

Supervision Exercised: Supervises Contract Health Office staff.

DUTIES AND RESPONSIBILITIES:

1. Supervises Contract Health Service staff, including performance evaluations, approval of leave requests, work distribution and standards.
2. Develops and implements policies and procedures commensurate to the goals of the health center.
3. Reviews and confirms the preliminary assessment made by staff regarding patient eligibility for Isleta CHS services with consideration of factors such as tribal descendant, patient age, place of residence, availability of alternative resources, student status, etc.
4. Provides guidelines to staff for direction of referrals based upon client's health plan or insurance requirements, medical need and/or availability of contracted providers.
5. Prioritizes application processing based upon immediacy of medical need.
6. Estimates individuals' cost of care based upon factors such as availability of other insurers/resources, DRGs and LOS rates, market costs, contract terms, etc.
7. Provides utilization review and case management services to assure the effective utilization of contract health resources.
8. Confers with medical director on medical need determinations, as necessary.

9. Monitors status of inpatients to control utilization and plan for discharge.
10. Identifies and monitors potentially high-cost cases.
11. Submits Catastrophic Health Emergency Fund (CHEF) applications.
12. Prepares Alternate Resource Liability forms when appropriate for the recovery of medical costs resulting from third party negligence.
13. Maintains effective relationship with fiscal intermediary to assure timely payment, resolution of pending claims and other issues or problems.
14. Monitors actual expenditures and pending commitments and recommends corrective actions to prevent budget over-runs.
15. Compares estimated to actual cost for individual patients to refine estimation techniques and monitor expenditures.
16. Works with administrative and medical staff to identify contract requirements, negotiate rates, and assure the availability of an adequate network of providers to meet patient needs.
17. Inputs and analyzes data on program activities and performance.
18. Prepares reports and correspondence and assures that records are organized.
19. Maintains effective liaison with contract health providers and their staffs.
20. Protects confidential information.
21. Contributes to a positive and professional work environment.
22. Other duties as assigned.

EDUCATIONAL & EXPERIENCE REQUIREMENTS:

1. Associates degree Registered Nurse or Licensed Practical Nurse with at least five (5) years of health-related and supervisory experience; or
2. Bachelor's degree in health science field, with at least three (3) years of health-related and supervisory experience.
3. Two or more years experience with contract health services, utilization review and/or case management experience preferred.

NECESSARY SPECIAL REQUIREMENTS:

1. Tribal member preference.
2. Knowledge of health referral service operations and management principles with the ability to apply same to a health care organization.
3. Skill in supervision and management.
4. Skill in analyzing and planning referral flow and related processes and problem solving for improvements and development of policies and procedures.
5. Knowledge of health care, medical terminology and health system operations.
6. Knowledge of health insurance coverage and health plans (including Medicare and Medicaid).
7. Knowledge of utilization review, case management and discharge planning.
8. Knowledge of computers and ability to learn and use software programs; knowledge of RPMS (Resource Patient Management System) and RCIS (Referred Care Information System) preferred.
9. Skill in addressing health care needs while managing costs.
10. Ability to conscientiously monitor patient status/situation.
11. Ability to work and communicate effectively and cooperatively in a service environment.
12. Ability to use office machines and computers.
13. Ability to protect confidential information.
14. Ability to pass drug tests and a thorough background check.

WORKING CONDITIONS:

1. Work generally occurs in a climate-controlled office setting, but may involve visits to hospitals or other health care facilities.
2. Work involves some stress with frequent interruptions.
4. Work requires good dexterity to operate computer and office equipment.
5. There is occasional lifting and carrying related to office duties.

6. Work requires ability to read a computer monitor, outputs and financial reports accurately, to hear conversational and group discussions, and to communicate clearly and accurately.
7. Occasional travel in and out of state may be required.

VJJ-HR/VZ-HthCenter 4-14-10

BACKGROUND CHECKS ARE ROUTINELY CONDUCTED ON PROSPECTIVE EMPLOYEES IN ORDER TO CERTIFY COMPLIANCE WITH MINIMUM BACKGROUND STANDARDS ESTABLISHED BY THE PUEBLO OF ISLETA.

SUBMIT APPLICATION/RESUME TO HUMAN RESOURCE DEPARTMENT, LOCATED IN THE GOVERNOR'S OFFICE, OR MAIL TO HUMAN RESOURCE DEPARTMENT, PUEBLO OF ISLETA, P.O. BOX 1270, ISLETA, NM 87022