



Health Care Facilitator

Administrative Services Division

ACCOUNTABILITIES: To assist in facilitating medical continuity for all children in the custody of LCCS through the enrollment into one of the appropriate Managed Care Organization (MCO) plans. Assists agency staff and substitute care providers with issues related to eligibility for MCO services and resources. Ensure that billing documentation is provided to substitute care providers; medical, mental health, dental and pharmacy providers. Assist agency staff and substitute care providers on MCO plans and Medicaid billing.

ESSENTIAL DUTIES:

Assure LCCS custody, and public assistance information for all children entering substitute care with LCCS via SACWIS and the Lucas County Job and Family Services Representative. Reviews children's medical information and contacts caseworkers, nursing staff and caregivers (foster parents, relatives, free homes, adoptive homes) to determine appropriate choices of Primary Care Physicians specific to the child's health needs. Prepares and processes all required documentation related to MCO plan enrollment and services. Enroll children in substitute care with LCCS into the appropriate MCO plan via SACWIS within the required time frame.

Ensures that new children entering substitute care are provided proper medical billing/identification information. Monitors placement documentation to ensure that medical ID card is properly transferred. Updates SACWIS database with information on MCO plan status and physician selection. Make MCO enrollment status changes as needed.

Acts as a resource and liaison for and between MCOs, caregivers, LCCS, LCCS staff regarding children's health care program requirements and the availability of health care resources, including, but not limited to addressing service and billing concerns.

Serves as a Point of contact with the medical care provider to provide guidance, support and information to substitute care providers and Agency staff on all aspects of MCO plans and services. Attends meetings with MCO member services departments to discuss any procedural issues and informs the MCO of any formal claims that need review.

Rectifies available medical insurance on all medical bills submitted to department manager for payment/reimbursement. Maintain records of all medical bills paid by LCCS for tracking and various reporting purposes.

Enroll children with qualifying medical needs into the Children with Medical Handicaps program and the Ohio Home Care Waiver program.

NON-ESSENTIAL DUTIES:

May attend MCO grievance hearings to resolve billing claim issues on behalf of LCCS and children in LCCS custody. Assists MCOs, caregivers, physicians, clinics, dentists, pharmacies and hospitals in resolving billing disputes. Performs other related duties as assigned.

ESSENTIAL BEHAVIORS: Position requires a high degree of independent judgment, problem solving and the ability to communicate clearly and effectively with the public and other agencies in the community. Must have the ability to be assertive, patient and understanding. Ability to work under time frames with attention to detail and accuracy. Must be professional in demeanor and communication skills both verbal and written.

MINIMUM QUALIFICATIONS: High School diploma or equivalent required with certification and/or an Associate Degree in a related field or three (3) years of recent relevant medical enrollment/billing experience preferred. Experience and knowledge of state and federal health care programs and the fundamentals of a Medicaid MCO preferred or ability to learn. Effective communication and organizational skills required. Demonstrated ability to utilize computer technology to access information and produce reports i.e. MS Word. Demonstrated ability to analyze situations and make appropriate judgments and decisions. Demonstrated aptitude for detail and data entry required. Ability to work effectively in a multi-cultural work environment required.