

Cantalician Center Community Services – Job Descriptions

Medicaid Service Coordinator

SUMMARY OF DUTIES

The Medicaid Service Coordinator (MSC) is responsible for coordinating and maintaining Individualized Service Plans (ISPs), advocating on behalf of individuals receiving services, linking and referring individuals to necessary services, maintaining benefits, and keeping accurate, timely and complete records. The MSC will work with a caseload of up to fifty (50) individuals (40 maximum “units”) and ensure that all services identified in the ISPs are provided.

REPORTING RELATIONSHIP

Reports to the Coordinator of Medicaid Service Coordination.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Ensures that a person centered planning process is used in delivering Medicaid Service Coordination and that the results are documented in the ISP.
- Develops, implements, and maintains the ISPs to address individual’s current wants and needs with periodic assessments, necessary revisions and updates, and mandatory biannual reviews.
- Schedules and conducts multi-disciplinary meetings and participates in initial, annual, semi-annual or as needed ISP meetings and maintains communication with family/advocate, residential staff, ACCESS-VR counselors, day program providers, job coaches, respite programs and other service and care providers as applicable to individual’s ISP.
- Provides Medicaid Service Coordination services to eligible individuals as per Medicaid regulations and guidelines; including but not limited to intake, assessment, service planning, linkage, referral and follow-up.
- Conducts at least three face to face meetings with individual per calendar year (January – December). Additional face to face meetings will be conducted as necessary.
- Conducts at least one home visit in the individual’s residence within one year of the last home visit. Additional home visits will be conducted as necessary.
- Monitors the person’s health and safety needs and reports any unmet health or safety needs.
- Advocates on behalf of individuals to protect and uphold their rights and to ensure their living arrangements are safe.
- Maintains documents included in the individual’s Service Coordination Record, which substantiate a vendor’s monthly billing for federal and State audits in accordance with Agency and regulatory requirements.
- Provides assessment data, applications, and other records to linked or referred agencies when provided with appropriate consents to release.

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- Ensures the person's Medicaid HCBS Waiver eligibility, and other benefits and entitlements are maintained.
- Assists individuals in achieving valued outcomes and promotes individualization, independence, inclusion and productivity. Provides referral and linkage to other services.
- Provides Plan of Care Support Services (PCSS) to individuals who request it. PCSS is a less involved service for individuals who would rather be seen two times annually to maintain their ISPs, benefits, Medicaid, and HCBS waiver status.
- Assists individuals in making informed choices about the services and options available to them.
- Encourages community inclusion and advocates for individuals to use community resources and have community involvement as much as possible.
- Recognizes and reports all instances of suspected abuse, neglect, or other dangerous situations.
- Provides substitution for other MSCs in the department when necessary.
- Attends ongoing training including specific trainings required by OPWDD and minimum yearly hourly training requirements on a continuing basis. Provides documentation of attending such trainings to supervisor for the training record.
- Consistently communicates with individuals, families/advocates, and service providers with professional courtesy.
- Consistently complies with all Agency policies and procedures.
- Constantly maintains high professional standards at work with regard to personal behavior and interactions with other staff, individual, and outside agencies.
- Performs other duties, as assigned.

SKILLS & ABILITIES

- Good organizational skills
- High level of interpersonal skills
- Ability to work independently within the community
- Possess good time management skills
- Ability and desire to work as part of an interdisciplinary team
- High level of written and oral communication skills
- Knowledge of current literature and trends related to the profession
- Knowledge of computer and ability to utilize WORD, Excel and Agency databases.
- Competence in typing skills.

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EDUCATION & TRAINING

Minimum: Bachelor's Degree in health or human service field plus one year experience working with people with a developmental disability.

Preferred: Masters Degree. in health or human service field and prior experience in a related field.

Attendance at an OPWDD-approved Core service coordination training program within six months of assuming MSC responsibilities, unless the person can produce a certificate verifying past attendance at a Core training session. In addition to Core training, service coordinators must attend fifteen hours of professional development annually (for the first three years of employment as an MSC) and four of six identified OPWDD required professional development programs within two years of their employment as an MSC. For the fourth year of employment as an MSC and onward, service coordinators must attend ten hours of professional development annually. Training certificates must be provided to the Coordinator of MSC in order to be properly recorded in the MSC Training Record.

New York State Drivers License in good standing, valid New York state registration and automobile insurance. Means of reliable transportation is required to attend off-site meetings throughout the day.

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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation(s).

PHYSICAL DEMANDS

On-the-job time is spent in the following physical activities
Show the amount of time by checking the appropriate boxes below.

WORK ENVIRONMENT

This job requires exposure to the following environmental conditions.
Show the amount of time by checking the appropriate boxes below.

	Amount of Time			
	None	Up to 1/3	1/3 to 1/2	2/3 or more
Stand		X		
Walk		X		
Sit			X	
Talk or hear				X
Use hands or fingers, handle or feel				X
Push/Pull		X		
Stoop, kneel, crouch or crawl			X	
Reach with hands and arms		X		
Stair climbing		X		

	Amount of Time			
	None	Up to 1/3	1/3 to 1/2	2/3 or more
Outdoor weather conditions			X	
Work near moving mechanical equipment			X	

The typical noise level for the work environment is:
Check all that apply.

- Very Quiet Loud Noise
 Quiet Very Loud Noise
 Moderate Noise

Hearing:

- Ability to hear alarms on equipment
 Ability to hear students/individual calls
 Ability to hear instructions from department staff

This job requires that weight be lifted or force be exerted. Show how much and how often by checking the appropriate boxes below.

	Amount of Time			
	None	Up to 1/3	1/3 to 1/2	2/3 or more
Up to 10 lbs.			X	
Up to 25 lbs.			X	
Up to 50 lbs.			X	

REPETITIVE MOTION ACTIONS

Number of Hours

Repetitive use of hands	0	1-2	3-4	5-6	7+
A. Right only					
B. Left only					
C. Both					X

Grasping: simple/light:

A. Right only					
B. Left only					
C. Both					X

Grasping: Firm/heavy:

A. Right only					
B. Left only					
C. Both			X		

Fine Dexterity:

A. Right only					
B. Left only					
C. Both					X

This job has special vision requirements. Check all that apply.

- Close Vision (clear vision at 20 inches or less)
 Distant Vision (clear vision at 20 inches or more)
 Color Vision (ability to identify and distinguish colors)
 Peripheral Vision (ability to observe an area that can be seen up and down or to the left and right while eyes
 Depth Perception (three dimensional vision; ability to judge distances and spatial relationship.
 Ability to Adjust Focus (ability to adjust eye to bring an object into sharp focus)
 No Special Vision Requirements

Specific demands not listed:

Ability to work under pressure. Multi-task

