



Consumer Directed Services Case Manager Job Description - CLASS

DEPARTMENT: Consumer Directed Services (CDS)

SUMMARY: This position is responsible for providing case management services, the coordination and support of the Electronic Visit Verification (EVV) implementation, and HHSC Medicaid billing.

LOCATION: Position will serve clients throughout Texas

REPORTS TO: Chief Operating Officer for Consumer Directed Services

STATUS: Exempt under the Fair Labor Standards Act. Full time employment.

WORKING CONDITIONS:

May require flexible work hours, including after hours that include weekends.

These duties are performed under supervision and in accordance with Imagine Enterprises' established policies. This position will work cooperatively with CDS staff, service providers and the community, always ensuring the consumer's rights are respected and observed.

QUALIFICATIONS

- Must possess at least two years of experience in the human services field.
- Must have been employed by a MHMR Center or a Provider Agency.
- Must have experience working with persons with Intellectual and Developmental Disabilities.
- Must have reliable transportation that is current with all state requirements, and liability insurance.
- Must be proficient in computer applications such as MS Word, Excel, Outlook, and a 10-key.
- Preferred HHSC Medicaid billing experience – CARE or TMHP.
- This is a home office position so candidate must be self-motivated, have the ability to multi-task, and is a self-motivated person with excellent organizational skills.
- Must possess a current Texas driver's license and social security card with the ability to pass HHSC required background checks.
- Must have good interpersonal skills, ability to establish a working relationship with clients, mature problem-solving approach to daily work, knowledge of local social service network, ability to express self clearly and effectively orally and in writing, demonstrated ability to work within a team approach.

JOB DUTIES

- Provides in-home case management services to Imagine Enterprises CDS CLASS clients.
- Work 1:1 with clients, their families, and employees.
- Performs the required CDS orientation meeting for new clients as well as facilitating renewal/revised budgets and new hire paperwork.
- Participate in in-person or virtual CDS staff meetings
- Provide technical assistance for EVV employees
- Work 1:1 with clients/their families/employees to train on the use of the equipment and/or smart-phone application to record time for EVV services.
- CARE and/or TMHP billing
- Authenticare Option 3 approval of shifts worked
- CLASS CDS renewal budgets
- CLASS Entity agreements
- Dental billing and documentation to HHSC for approval
- Attend in-person or virtual HHSC training or meetings as needed.
- Ensure the confidentiality of files and records of client information in a secure home office.

DOCUMENTATION

- Document all paperwork accurately established by Imagine Enterprises and HHSC.

PRODUCTIVITY

- Maintain open communication with supervisor:
- Inform supervisor immediately of any difficulties which obstruct the completion of duties or changes in normal scheduling. Conferences with the supervisor shall be initiated by the MH worker at any time based on need.

TRAINING

- Will participate on all HHSC EVV and CDS webinars and all training provided by Imagine Enterprises.
- Candidate must enroll in and pass the HHSC Support Advisor online training within the first 30 days of hiring as this coursework provide in-depth knowledge of consumer directed services.

BENEFITS

- Medical and dental insurance
- Mileage reimbursement
- WIFI reimbursement
- Company provided cell phone