

B&B Care Services, Inc.	Policies and Procedures Title: EDWP Case Manager Section: EDWP	Policy Number: EDWP HR Origination Date: 07/2019 Reviewed: 07/2020, 07/2021, 06/2022 Effective Date: 12/2020
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JOB DESCRIPTION AND PERFORMANCE EVALUATION

TITLE: CASE MANAGER FOR EDWP

EMPLOYEE: _____ **MANAGER:** _____

I. SUMMARY OF JOB

The Case Manager assists the family, caregivers and individuals either in the form of access or care coordination in circumstances where the person and/or the caregivers are experiencing diminished functional capacities, personal conditions, or other characteristics which require the provision of services by others.

Performs assessments of people needing services, their families and caregivers and assists in the development of support plans to address the identified needs.

Under direction, performs work of moderate difficulty by providing skilled casework services to selected caseloads or clients with special problems such as health disability or those at risk of nursing home placement; provides specialized casework services aimed at securing the client's overall well-being and maximum degree of independent functioning. Serves large geographic areas which may involve extensive travel, and performs related work as required

II. MAJOR AREAS OF RESPONSIBILITY

Code of Conduct

1. Always works as a team player to provide quality client care, whether direct or indirect.
2. Within scope of all applicable regulations and requirements, each employee will assist other team members in accomplishing their job duties in order to "get the job done".
3. Holds self and team members accountable for knowledge of and full compliance with customer service performance standards.
4. Customer is defined as individual receiving services, family, physician, visitor, fellow employee, volunteer, supplier and agency paying for the service.
5. Participates in program planning and in the efficient, effective management of resources.
6. Supports and participates in quality improvement activities.

Job - Specific Areas of Responsibility

1. Reviews financial, medical, and social information of applicant as presented by referral source.
2. Verifies Medicaid eligibility and/or screens for MAO/PMAO eligibility, using standardized guidelines.
3. Explains thoroughly the scope and purpose of the Traditional/ Enhanced EDWP.
4. Identifies client's needs and desired services as stated by the referral source or applicant.
5. Determines if client is eligible for Traditional/ Enhanced EDWP and refers client to other appropriate resources.

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Social Services Duties:

- Researches and maintains up-to-date knowledge of community resources.
- Participates in case conferences with the RN/LPN Case Management to discuss the plan of care as needed. Provides information on the availability of services, delivery options, and on the feasibility of implementing the service needs identified by the RN. In cooperation with the RN, determines the cost for implementing the plan of care for the client.
- Serves as the liaison between the assessment process and the effective delivery of direct services.
- Brokers or assists the team in brokering the Traditional/ Enhanced EDWP services and implements the care plan.
- Arranges for non- Traditional/ Enhanced EDWP community-based services needed by the client.
- Notifies RN Case Management of any change in client status. Collaborates with RN re ECM/TCM changes that may influence eligibility.
- Monitors service delivery to individual clients to assure services are being provided as appropriate and effectively meets the client's needs.
- Continuously reviews, monitors, and updates the comprehensive care plan.
- Documents case activity and service information.
- Communicates and coordinates with all agencies providing direct services to the client. Traditional/ Enhanced EDWP Case Management XVIII-209
- Approves/denies providers' requests for increased services based on the care plan and needs of the individual. Limits amount and frequency of service in order to assure that costs do not exceed the limitations established by the Department of Community Health and the Department of Medical Assistance.
- Conducts personal contacts with each client monthly, by phone or quarterly site visits, in order to provide effective Case Management. Completes the 30 and 90- day CCP Review.
- Performs the monthly contact assessment in consultation with the client/caregiver.
- Develops the 30/90- day comprehensive care plan in consultation with the client, client's family and service providers.
- Reports suspected abuse, neglect, or exploitation of any client to APS if client does not live in a PCH, or to LTCO and ORS if client lives in a PCH. Reports information to the ALS family model provider, if appropriate.
- Arranges emergency services.
- Completes the Service Authorization Form (SAF). De-authorizes unused services
- Monitors the expenditure of funds for Title XIX waived services in the planning and service area, in cooperation with the lead agency.
- Coordinates with the Medicaid Team to send/uploads necessary information to county DFCS office/Gateway System when LOC returned and services begin.
- Assists the Medicaid Team with communication with DFCS/uploads to Gateway regarding MAO/PMAO eligibility.
- Maintains confidential case records on all Traditional/ Enhanced EDWP clients.
- Requests redetermination of the client's level of care prior to its expiration or if there is a change of status, new services required.
- Advocates for the special needs of the functionally impaired population requiring community-based services.

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- Maintains knowledge of the provider service standards for each Traditional/ Enhanced EDWP service.
- Assists clients with appeals and attends hearings. Provides data and client records required by hearing officer as required.
- Attends Traditional/ Enhanced EDWP Network meetings and other meetings coordinated by AAA.

Public Relations Duties:

- Collaborates with the lead agency in an assigned geographical area to educate the general public, health and social service agencies, physicians and other health professionals, nursing homes, hospitals, health providers, church and civic groups, etc., regarding the services available. Administrative Duties:
- Meets with supervisor at least monthly to discuss and review cases.
- Compiles and submits to supervisor statistical data on a regular basis.
- Assists in development and revision of policies and procedures.
- Attends organizational meetings, and training as required.
- Keeps supervisor informed of progress and problems associated with duties.
- Maintains knowledge of Case Management Manual and Provider Services Manual and revisions.
- Performs other duties as assigned
- Completes certification to establish baseline quality performance standards. Certification curriculum will include online module performance testing. Topics will include waiver eligibility and program options, quality management requirements, case management roles and responsibilities and person-centered planning. New hires must complete training within 60 days from the hire date.
- Attends required participation at quarterly ‘Train the Trainer’ meetings or participates in review of the meetings with supervisors.

III. QUALIFICATIONS

- A Registered or Licensed Practical Nurse must meet all qualifications reflected in the Traditional/ Enhanced EDWP Case Management registered nurse and licensed practical nurse job descriptions and a current license to practice in the State of Georgia.
- Social Services. All qualifications reflected in the Traditional/ Enhanced EDWP Case Management (social services) job description, and/or one- year experience as a Traditional/ Enhanced EDWP social services Case Management and a bachelor’s degree in a social service field.
- Has never issued false statements to a state or federal official.

Other Requirements:

Valid driver's license, proof of liability insurance, and reliable transportation.
Satisfactory completion of background check as required by program regulations.

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Knowledge, Skills, Abilities

Demonstrated level of interpersonal skills necessary to communicate with individuals receiving services, referral sources, staff, and contract representatives.
Demonstrated ability to analyze needs and to initiate and fulfill services to people.
Advanced knowledge and skill in problem solving and trouble shooting.
Demonstrated leadership/management expertise in relation to program implementation and evaluation.
Advanced level of independent judgment.

IV. PHYSICAL REQUIREMENTS

A. WORKING CONDITIONS

Works in climate-controlled office or remotely. Has the potential for being outside or in homes that are not climate controlled. Potential for heavy workloads with deadlines. At times can be stressful.

B. PHYSICAL DEMANDS

Prolonged sitting may be required.
Prolonged use of computer may be required with intense visual concentration.
Operates motor vehicle as required, with long range travel rarely.
Requires lifting and handling of office products up to 50 pounds.
Vision corrected or adapted to be able to perform duties.
Requires hearing corrected or adapted to be able to communicate effectively.
Mobility required, but can rest at will.

I have read and understand the job description for Case Manager and am able to perform the essential functions of the position.

Signature

Date

Administrator or Designee

Date

Employee comments:

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Name: _____ Date of Hire: _____ Evaluation Date: _____

Performance Appraisal

I certify that my supervisor has reviewed my performance appraisal results with me. My signature does not necessarily indicate that I agree with the appraisal results.

Employee's Signature

Date

Supervisor's Signature

Date

Performance Summary

(Note: A plan to correct the behavior must accompany appraisal for 2 or more below expected ratings, for ratings of 1 or 3 the evaluator must include a brief explanation to support the below of above expected level of performance ratings.)

Overall Average Rating: _____ Standard with the ratings of 3:

Please identify what Goal the Company needs to implement for this person:

Goal:

Please identify the Personal and Professional Goals of the Employee:

Personal Goal:

Professional Goal: