

Job Title:	Case Manager Assistant	Department:	Medical Department
Location:		Team:	
Date posted:		Reports to:	Medical Manager

Salary Grade:	Type of position:	Shift: Hours <u>40</u> / week
	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

JOB SUMMARY

This position is responsible for medical management of patients living abroad for activities across the continuum of care (assessing, planning, implementing, coordinating, monitoring and evaluating). This includes case management, coordination of care, and medical management consulting.

ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following. Other duties may be assigned.

- Obtain, review, and assess customers’ medical information; to determine medical necessity for care being prescribed.
- The Case Manager conducts telephonic initial and ongoing evaluation of member’s current condition, situation, and needs.
- Works with the member, caregiver, and their providers to create and prioritize short, medium and long term goals to optimize member’s self –care management.
- Performs case reviews telephonically to screen members for enrollment into the Case Management program
- Ensures that our members receive the proper levels of care, coordinating their care, and assesses and interprets needs and requirements.
- Conduct Utilization Reviews (concurrent and retrospective reviews) using approved health plan guidelines such as Interqual Criteria.
- Demonstrate knowledge of utilization management processes and current standards of care as a foundation for utilization review and discharge planning activities.
- Confer with physician advisors on regular basis regarding inpatient and outpatient cases.
- Make initial assessments and cost analysis to identify patients that would benefit from being enrolled in a Case Management program.
- Develops treatment plans and establish collaborative relationships with physician advisors, clients, patients, and providers.
- Adhere to quality standards and state UR guidelines, as well as confidentiality of all information, policies, and procedures. Adheres to company policies, procedures, and reporting requirements.
- Maintain in-depth knowledge of all company products and services as well as customer issues and needs through ongoing training and self-directed research.
- Is able to identify and coordinate the necessary resources for the international patients.
- Meet established productivity and quality standards
- Every AXA Assistance USA employee must adhere to all corporate security and privacy policies as defined in the AXA Privacy and Information Security Handbook.

COMPETENCIES. To perform the job successfully, an individual should demonstrate the following competencies:

Disclaimer:
 The statements mentioned above are a general description of the level of work being performed by the people assigned to this position. This is not to be interpreted as a complete list of all responsibilities, duties and skills required of candidates and employees. All company personnel may be required to perform duties outside their normal job functions when assigned.

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Varies writing style to meet needs; Able to read and interpret written information.

QUALIFICATIONS. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

- Associate's Science in Nursing (A.S.N) from two-year College.
- Required two years clinical experience, preference area's include: Critical Care, Emergency, Telemetry, and/or training; or equivalent combination of education and experience.
- Case Management experienced with CCM preferred

OTHER SKILLS AND ABILITIES

- RN license is required.
- 2 years of clinical experience as a registered nurse required
- 1 year experience in health insurance/case management preferred
- BLS required.
- ACLS is preferred but not required.
- To perform this job successfully, an individual should have knowledge of Contact Management systems; Internet software; Spreadsheet software and Word Processing software.
- Foreign language is preferred, but not required.
- Optional travel after the successful completion of 6 months of work experience.

Disclaimer:

The statements mentioned above are a general description of the level of work being performed by the people assigned to this position. This is not to be interpreted as a complete list of all responsibilities, duties and skills required of candidates and employees. All company personnel may be required to perform duties outside their normal job functions when assigned.