

Job Title/Position: *Client services Supervisor*

Reports To: *Administrator*

JOB DESCRIPTION SUMMARY

Evaluates the clients referred to the organization; assists with insurance coverage, negotiates payment or per diem rates, plans, and coordinates care for private duty services.

ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

1. Evaluates all clients referred for medical, non-medical, non-skilled private duty services.
2. Assists with identifying and verifying insurance coverage for private duty services.
3. Obtains and documents prior authorization for private duty services from insurance providers as needed.
4. Negotiates per diem or per visit payment rates for creative bundling of private duty services.
5. Collaborates with families, facility clinical management, hospital discharge planning personnel, utilization review department and insurance Case Managers to facilitate safe, early discharge for nursing care or non-medical assistance.
6. Consults with physicians, nurses, social workers, discharge planners and other disciplines to establish a coordinated, medical or non-medical service delivery plan.
7. Oversees the on-going case management program to ensure a perfect match between the primary caregiver, the care team and the client.
8. Interviews the client and caregiver and discusses current needs and psychosocial factors that are relevant to the plan.

9. Completes referral information that includes intake data, essential background information, mobility aspects, and the proposed elements of the service delivery plan.
10. Maintains liaison relationship with families, hospital and insurance personnel, providing information and education on services, coverage issues and related areas.
11. Participates in establishing the service delivery plan, client care conferences and in-services.
12. Participates in agency in-service offerings, train and orient staff on agency policies and procedures.
13. Collects and maintains statistical data on referrals and submits them regularly as required.
14. Attends meetings and participates on committees as required.
15. Performs other duties as assigned.

POSITION QUALIFICATIONS

1. Has a 2 year's Associate degree; preferably with a health-related or customer service focus.
2. Maintains a current CPR certification.
3. Minimum of two years' experience in home care with at least one year in a supervisory capacity.
4. Demonstrates an ability to work with personnel in developing service delivery plans.
5. Is self-directed with the ability to work with little supervision.
6. Has excellent observational skills.
7. Is flexible and cooperative in fulfilling role obligation.
8. Has good oral and written communications skills.