

# Area Office on Aging of Northwestern Ohio, Inc.

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>MyCare Waiver Service Coordinator</b>
<b>Classification:</b>	Full-Time; Professional-Exempt
<b>Responsibilities:</b>	Under general supervision, conduct comprehensive in-home assessments and reassessments to identify the biopsychosocial needs of members. Identify both formal and informal support systems, address member needs and assist with the coordination of long-term services and supports for individuals in home and community-based settings under MyCare Ohio Waiver Program.
<b>Supervision:</b>	The Waiver Service Coordinator reports to the MyCare Supervisor. This position has no supervisory authority.
<b>Qualifications:</b>	<b>RN or LSW</b> required with at least one (1) year of experience working in home care with seniors, or individuals with disabilities or other case management experience in a related field.

Typical tasks may include, but are not limited to the following:

### **RESPONSIBILITIES:**

- Conduct comprehensive in-home assessments and regular visits to identify the biopsychosocial needs of the member, the degree of functional impairment, and the formal and informal support system available; identify, and address needs including health and safety risk factors.
- Provide ongoing assessments, coordination, and monitoring of a member's needs, strengths, circumstances, and services to assure that services/interventions continue to be appropriate and maintain the health and safety of the member.
- Collaborate with RN Care Manager as necessary to address member issues as clinical judgment indicates.
- Participate in Interdisciplinary Care Team (ICT) conferences with RN Care Managers, service providers, members, caregivers, physicians, Adult Protective Service (APS) staff, etc.
- Develop and implement an individualized, culturally competent, written Person-Centered Service Plan, with member and caregiver's input, to maximize the member's quality of life-based upon member's capacity and preferences.
- Modify the service plan, as needed, to reflect the member's current needs, goals, and interventions.
- Coordinate benefits based on adherence to payer sequencing when authorizing MyCare Waiver services.
- Communicate with service providers to identify service delivery problems, validate the current service plan, and note changes in a member's condition or needs.
- Maintains contact with caregivers, family members, and friends listed in the service/care plan to explain the role and responsibilities of the Waiver Service Coordinator and to ensure compliance with the member's service/care plan.
- Provide member education to promote informed choice, and understanding of risks and benefits of care options and decisions.

- Advocate on behalf of the member and/or caregiver as needed.
- Monitor the member's financial eligibility for Medicaid waiver-funded programs home care and knows general Medicaid eligibility criteria.
- Reassess member eligibility for Medicaid Waiver enrollment minimally every 365 days or more frequently if warranted by a change in member's status.
- Prepare and participate in annual Care Management/Waiver Service Coordination audits performed by the delegated entity (e.g., IPRO) assigned by the Ohio Department of Medicaid (ODM).
- Assist in the disenrollment process. Educate members on the reason for this action and their appeal rights.
- Maintains an effective record-keeping system with timely submission of case notes.
- Maintains confidentiality of the clinical record, assessment tools, and member data.
- Completes and submits work within timeframes per program requirements.
- Other duties as assigned by supervisor.

### **Skills Required**

- Ability to interview members and caregivers to obtain required information
- Conduct detailed but basic written or oral instructions
- Strong written and verbal communication
- Problem solves within a familial context
- Define member issues, collect data, establish facts and draw valid conclusions
- Exercise independent judgment and discretion
- Complete all necessary program-related documentation
- Prepare and mail programmatic information and resources
- Be able to work independently
- Strong organizational skills
- Knowledge of Medicaid and Medicare laws, rules, and regulations
- Knowledge of basic medical terminology

### **Conditions of Employment:**

Employment in this position is contingent upon the availability of funding, successful completion of a criminal background check, demonstration of competency, and proficiency on equipment and software normally used in the performance of assigned duties. Must provide own transportation (proof of insurance and valid driver's license must be provided upon employment and thereafter). Some travel and overnight business trips are required. Proof of COVID-19 vaccination status is required.