



## Job Description

Position Title: Home/Vehicle Modifications & Durable Medical Equipment Specialist

Pay Range: \$21.50-\$22.65 Hourly

Classification: Full-time/Non-exempt

Department/Sub-Department: PASSPORT - Long Term Care

Schedule: 4 Day Work week

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### **ESSENTIAL FUNCTIONS:**

1. Coordinate Home Modification, Home Maintenance, and Chore, Vehicle Modification, and Durable Medical Equipment (DME) requests for waiver program participants.
2. Contact the primary care physician's office to obtain orders for physical therapy evaluation or medical notes, depending on the type of request.
3. The specialist will work with the physician, physical therapy provider, and CM to obtain an evaluation and ensure all information related to the individual's request is received. Reviews obtained documents for relevance for the requested DME or HOME modification, etc.
4. Determine when a homeowner letter is required and obtain a signature from the homeowner and the individual. Review the County Auditor's website to verify homeowner accuracy.
5. Submits a request for bids to at least 3 providers, if available, for any requested item/Home Modification. Specialist will follow up with providers to ensure bids are received timely manner, and that bids have all necessary elements.
6. Collaborate with the Care Manager and individual on bid selection and status of Home Modification, Home Maintenance and Chore, Vehicle Modification, and DME throughout the entire process.
7. Identify cases that are ready for review at the Best Practice committee meeting, as well as presenting case proposal including required documentation to support individual request to evaluate for medical necessity, MHM drawings or diagrams, breakdown of needed materials, breakdown of cost. The Specialist will complete all necessary follow-up on cases based on Best Practice committee recommendations.
8. Specialist will verify with CM prior to finalizing authorization of any DME,



Home Modification, Maintenance, or Vehicle Modification that individual is not in a hospital or nursing home. If individual is on a hospital or nursing home; Specialist will place project on hold until discharged home.

9. Award bids to provider based on Best Practice committee recommendations (or CM recommendation for items not going to best practice) and notify CM, individual and provider of awarded job.
10. Specialist will place \$1 in PCSP (service plan portion) until Home modification/Vehicle Modification is completed and individual satisfaction is received by Specialist.
11. Track Home Modification, Home Maintenance and Chore, Vehicle Modification, and DME to completion and ensure appropriate steps are followed.
12. Assist with obtaining consumer satisfaction per program requirements and update CM.
13. Completes reconciliation of individual's PCSP (service plan portion), including entering of CM authorized service amount per program requirements.
14. Maintains understanding of the types of DME, Home Modification, Home Maintenance and Chore, and Vehicle Modification.
15. Performs individual visits at home or other community locations to meet contractual obligations of Case Management Contact Schedules and/or obtain needed documentation as necessary.
16. Learns processes and provides back up for care manager assistant positions as needed.
17. Maintains confidentiality of individual data and follows the established AOOA confidentiality HIPAA process.
18. Demonstrates regular and predictable attendance
19. Promotes positive employee relations and fosters excellent customer service.
20. Specialist will have working knowledge of Microsoft Outlook, Microsoft Office, Efax and Excel spreadsheets and must be able to use Excel to appropriately track and monitor all cases.
21. Ability to lift/carry 20 lbs. and go up and downstairs

**OTHER DUTIES AND RESPONSIBILITIES:**

1. Provides education to consumers and providers as needed on required processes.
2. Utilizes agency provided equipment including dual monitors in order to use multiple databases simultaneously.
3. Maintains reliable transportation, insurance, valid driver's license and the ability to satisfactorily undergo a Motor Vehicle Record check (MVR) on at least an annual basis.
4. Acts as a liaison with Case Management staff, individual, and providers.
5. Demonstrate ability to create and organize individual files.
6. Maintains minimum proficiency in all programs, computer applications, and software.
7. Participates in and contributes toward accomplishment of divisional and Agency goals.
8. Maintain individual and provider confidentiality according to HIPAA and Agency policy.
9. Participates in training to maintain and improve job skills.
10. Other duties as assigned by Supervisor.

**AUTHORITY AND RELATIONSHIPS**

This position reports directly to AVP of PASSPORT. This position has no supervisory authority.

**POSITION QUALIFICATIONS:**

1. Bachelor's degree preferred in human services or medical field with experience working in a community setting providing coordination of services.
2. Applicant must have strong organizational skills with the ability to prioritize. Knowledge of medical terminology and basic disease processes is needed. Applicant must also be comfortable going into older adults homes, hospitals, and nursing facilities.

**SPECIAL REQUIREMENTS AND CONDITIONS:**

This position shall be terminated if funding is not available for AOA's Long Term Care programs and services department. This position requires criminal background checks, required website checks, and drug/alcohol screening. Applicant must possess a valid driver's license, proof of automobile insurance.

*This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of position. This description shall not be construed as declaring the specific tasks and responsibilities. It is not intended to limit, or in any way modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The use of this particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.*