

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency MDHHS-COM HEALTH CENTRAL OFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) MEDICAID CARE MANAGEMENT & CUSTOMER SERVICE
4. Civil Service Position Code Description Departmental Specialist-2	10. Division MANAGED CARE PLAN DIVISION
5. Working Title (What the agency calls the position) Care Management Specialist	11. Section MANAGED CARE LOGISTICAL SUPPORT
6. Name and Position Code Description of Direct Supervisor GILLMORE, REBECCA D; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor BARRON, BRAD J; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 400 S. PINE, LANSING / M-F, 8:00 AM – 5:00 PM

14. General Summary of Function/Purpose of Position

This position functions as the specialist for the compliance of care management requirements within the Comprehensive Health Care Program (CHCP) contracts specifically related to adults and their care needs. This includes managing contractual requirements, developing and analyzing reporting, ensuring adherence to program obligations, and providing oversight of contracted Medicaid Health Plans (MHPs) to align initiatives with state and federal standards. This position works closely with the Quality Improvement and Program Development section as well as the Plan Management section within the division to assist in quality initiatives and contract requirements related to the care management requirements and initiatives for the adult population. It serves as the primary MCPD liaison, contributing to collaborative discussions to ensure CHCP care management requirements focused on adults are effectively integrated and aligned with division, administration, and departmental priorities.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 50

Statewide specialist for the monitoring and oversight of care management and other targeted intervention requirements and initiatives in the Comprehensive Health Care Program for the adult population.

Individual tasks related to the duty:

- Oversee contractual requirements for care management strategies in the CHCP contract related to adult enrollees.
- Review, approve, analyze, and provide oversight on required reports submitted by Medicaid Health Plans (MHP) related to care management requirements and initiatives for the adult population.
- Create and/or edit reporting requirements and templates related to adult care management requirements and initiatives to track and monitor MHP compliance with the requirements in the CHCP contract.
- Monitor and track care management utilization across each Medicaid Health Plan.
- Analyze care management reports submitted by the MHPs, looking for trends, issues, or outliers and then take any necessary next steps for correction.
- Monitor and oversee MHP/PIHP joint care coordination and care planning requirements as required in the CHCP contract.
- Oversee adult care management requirements of the MHPs related to the Mental Health Framework Initiative.
- Analyze ongoing program operations based on feedback from the MHPs, other departmental agencies and federal/state guidance and best practices, and develop new reports and templates, as necessary.
- Regularly work with MHPs to enable contract compliance and education on adult care management initiatives and requirements.
- Explore any new initiatives created by the department related to care management for the adult population and facilitate implementation in the CHCP program when necessary.
- Stay current with the federal rules, guidance, and reporting requirements related to adult care management, including national best practices and accreditation changes to ensure alignment and compliance.
- Research and develop relevant adult care management contract language for the CHCP contract, leading efforts for responding to MHP feedback.
- Regularly review all deliverables required in the CHCP contract related to adult care management strategies and evaluate changes as needed.
- Serve as Subject Matter Expert and act as sole reviewer of the MHP submitted materials related to adult care management in the CHCP contract for the annual Contract Compliance and State Monitoring performed by the MCPD division.
- Design, implement, and conduct auditing activities related to care management requirements in the CHCP contract for the adult population eligible for care management services.
- Other duties or special projects to implement key initiatives, as assigned.

Duty 2

General Summary:

Percentage: 35

Work with contracted Medicaid Health Plans and internal and external stakeholder groups to guide compliance with care strategies for adults in the CHCP contract.

Individual tasks related to the duty:

- Serve as primary liaison and Subject Matter Expert within the MCPD to internal and external partners such as but not limited to Public Health, Maternal Infant Health, Medicaid Health Plans, Behavioral Health, Program Policy, and other state entities.
- Contribute to the Managed Care Division's regularly scheduled Care Managers meeting with Medicaid Health Plans including providing presentations and leading discussions related to the care management requirements for adults.
- Serve as the division representative on teams and workgroups internal and external to Health Services related to care management requirements and initiatives for the adult population, providing updates to leadership on the various discussions and actions of teams, workgroups and other agencies.
- Primary Managed Care Plan Division representative leading ongoing, regular meetings to promote system-level coordination for adults in care management.
- Coordinate with internal behavioral health teams within the department to create, analyze, and oversee MHP/PIHP (Prepaid Inpatient Health Plans) joint care planning activities related to care coordination and care planning requirements in the CHCP contract.
- Work closely with other sections within the division to coordinate compliance and support ongoing quality improvement for adult care management strategies, including activities such as data collection development and focus study participation.
- Continuously strengthen relationships with existing resources, collaborating to meet the requirements and ensure care needs are being met for the adult population while building new relationships as guided.
- Collaborate with other internal departmental agencies on both current requirements and future initiatives related to care management for the adult population to ensure alignment and best practices.

Duty 3**General Summary:****Percentage:** 10

Contribute to the Managed Care Logistical Support section and the Managed Care Plan Division.

Individual tasks related to the duty:

- Serve as the Subject Matter Expert related to adult care management initiatives and requirements within the division, including providing updates to leadership.
- Participate in section and division meetings, providing updates on activities.
- Work very closely with other sections in the division to ensure alignment of expectations related to adult care management requirements, ensuring alignment on goals and requirements.

Duty 4**General Summary:****Percentage:** 5

Other tasks as assigned.

Individual tasks related to the duty:

- Other tasks and projects assigned to support the section and the division.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

The position is the Subject Matter Expert for care management initiatives and requirements for adults including conducting implementation and oversight activities within the CHCP contract. It requires that the employee use independent judgment as it relates to guidance to MHPs and external partners, reviewing and approving any related required reporting, informing policy, and contract language. These decisions impact the division, other areas of Health Services, the MHPs, as well as any external partners involved in the initiatives.

17. Describe the types of decisions that require the supervisor's review.

Decisions that impact other work areas, have any policy, contract, financial, or political impacts.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Majority of work is performed working on a computer. Potential in-state travel to off-site meetings. Minimal transportation of documents for meetings is required.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.**Additional Subordinates****20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

<input type="checkbox"/> N	Complete and sign service ratings.	<input type="checkbox"/> N	Assign work.
<input type="checkbox"/> N	Provide formal written counseling.	<input type="checkbox"/> N	Approve work.
<input type="checkbox"/> N	Approve leave requests.	<input type="checkbox"/> N	Review work.
<input type="checkbox"/> N	Approve time and attendance.	<input type="checkbox"/> N	Provide guidance on work methods.
<input type="checkbox"/> N	Orally reprimand.	<input type="checkbox"/> N	Train employees in the work.

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

This position serves as the subject matter expert for the design, implementation, and oversight of adult focused care initiatives related to the Comprehensive Health Care Program within the Managed Care Plan Division. The essential functions of this position are to oversee all aspects of adult care management initiatives and requirements within the CHCP contract including policy guide development, inform relevant contract changes, serve as a liaison to the Medicaid Health Plans internal and external partners, monitor requirements and reporting by the Medicaid Health Plans, and serve as a lead on implementing any new adult care management initiatives in the contract.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

25. What is the function of the work area and how does this position fit into that function?

The division is responsible for overseeing the development, implementation and ongoing monitoring and oversight activities of contracted Medicaid Health Plans within the Comprehensive Health Care Program. Assuring plan compliance and quality, along with adherence to federal and state regulations is a high priority of the work area. This position serves as the sole position within the division responsible for implementation and oversight of any care management initiatives and requirements for the adult population within the contract.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Specialist 13 - 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to organize, evaluate, and present information effectively.

Ability to create meaningful summary reporting for internal and external stakeholders.

Effective communication skills, both verbally and in writing.

Organizational skills and attention to detail.

Ability to work collaboratively with many internal and external partners.

Ability to function under pressure to make accurate independent decisions.

Communicate confidently and effectively in situations such as large and small group presentations.

Ability to maintain flexibility in work assignments with competing priorities.

Expertise in Microsoft office including Word, Excel, Teams, SharePoint, and PowerPoint.

Preferred knowledge of federal managed care regulations.

Preferred knowledge of Medicaid program, including policies, processes and/or requirements.

Preferred experience in care/case management.

Additionally, as listed on the CSC Job Specification

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

none

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

none

I certify that the entries on these pages are accurate and complete.

CANDACE EWING

12/26/2025

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date