



## **JOB DESCRIPTION**

**\*\*\*SENSITIVE\*\*\***

**Job Title:** Clinical Services Coordinator  
**Dept./Division:** Health/Managed Care  
**Unit:** Managed Care  
**Job Family/Class:** Health Field Provider Series  
**Supervised By:** Yoeme Health Program Administrator  
**Employee Type:** Salary  
**Pay Grade:** H

### **NATURE OF WORK:**

Under general direction, incumbent will be responsible for coordinating clinical services and providing Quality Assessment and Utilization Review (QA/UR) Management for the Pascua Yaqui Maricopa/Pima County Managed Care Program.

### **ESSENTIAL FUNCTIONS:**

- Assist the Yoeme Health Program Administrator with duties that include: prioritizing and assigning work, providing input for performance evaluations, ensuring staff are trained, ensuring that employees follow policies and procedures, maintaining a healthy and safe working environment and if directed providing staff supervision.
- Process and coordinate medical referrals for the Phoenix Indian Medical Center (PIMC) and the Pima County El Rio Health Center, provide healthcare for tribal members in Maricopa and Pima County by scheduling appointments, generating purchase orders and explaining procedures.
- Review medical referrals and claims with assigned committee members; determines medical need, priority of request, eligibility, payer and provides authorization of payment.
- Act as an advocate for patients and performs liaison and case management activities between patients and healthcare providers; provides patient education about eligibility, diagnosis and insurance.
- Works closely with the Native American Liaison for AHCCCS ensuring equal treatment for our tribal members.
- Monitor contractors to ensure they follow contract in providing health services to tribal members.
- Participate in discharge planning for patients to ensure appropriate services are in place and that the client is being discharged to an appropriate level of care.
- Perform other duties of a similar nature or level as requested by supervisor or director.

### **ESSENTIAL KNOWLEDGE AND SKILLS:**

#### **Knowledge of:**

- Indian Health Service Programs, policies and procedures;
- Community health resources;
- Nursing practices and procedures;
- Medical terminology;
- Customer service principles;
- Regulations and procedures of hospitals or clinics as they relate to nursing services;

- Assess the necessity and urgency of requests for medical services to be provided to members in order to determine payment for the service;
- Monitor and report abnormal trends/variations in healthcare patterns;
- Promote excellence and professionalism in healthcare quality;
- ICD-9 and CPT coding guidelines;
- Resource and Patient Management System (RPMS) or similar patient information tracking system;
- Provide clinical review for all requests for home health and physical therapy, making appropriate assessments for approving payment for the service;
- Maintain a professional approach with confidentiality;
- Yaqui culture, customs, resources and traditions and/or a willingness to learn.

**Skills in & Ability to:**

- Assess the necessity and urgency of requests for medical services to be provided to members in order to determine payment for the service;
- Identify issues and able to provide resolutions;
- Remain resourceful and calm in emergencies;
- Use computers and related software applications;
- Monitor and report abnormal trends/variations in healthcare patterns;
- Promote excellence and professionalism in healthcare quality;
- Provide clinical review for all requests for home health and physical therapy, making appropriate assessments for approving payment for the service;
- Maintain a professional approach with confidentiality;
- Operating a variety of office equipment, including a computer and related software applications;
- Good communication and interpersonal skills as applied to interaction with co-workers, supervisor, management, Council members and the general public. Ability to sufficiently exchange or convey information and receive verbal and written work instructions.

**TRAINING AND EXPERIENCE:**

Bachelor's Degree in Nursing, plus three (3) years of nursing experience and one (1) year of QA/UR experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**LICENSING REQUIREMENTS:**

- Current licensed as a Registered Nurse issued by the Arizona State Board of Nursing.
- Must possess and maintain a valid Arizona Driver's license.

**BACKGROUND CHECK:**

- Must have a current Level 1 Arizona Clearance Card. Failure to maintain a current Level 1 Clearance Card will result in removal from this position.
- Must provide at least three (3) business related reference letters.
- Must pass a background check and drug test; fingerprinting requirement determined by funding and sensitivity of position.

*Applicants and employees may be subject to criminal background and character investigation in accordance with applicable federal laws including, but not limited to: Indian Child Protection and Family Violence Prevention Act (25 U.S.C. Section 3201), Minimum Standards of Character and-*

*Suitability for Employment (25 CFR 63), Section 231 of the Crime Control Act (P.L. 101-647), and Child Care Worker Employee Background Checks (42 U.S.C Section 13041).*

**TRIBAL VEHICLE USE POLICY NOTICE:**

This position may require the use of personal, GSA or Tribal vehicle for Tribal business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for Tribal business will be prohibited if the employee is not authorized to drive a Tribal vehicle or if the employee does not have personal insurance coverage.

Failure to maintain a driving record that would allow you to drive Tribal or GSA vehicles may result in removal from this position.

**PHYSICAL REQUIREMENTS:**

Positions in this class typically require: finger dexterity, feeling, talking, hearing, seeing and repetitive motions, stooping, kneeling, crouching, reaching, standing, walking, pushing, lifting, climbing and balancing. Incumbents may be subjected to work space restrictions and travel.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**This position will require the incumbent to work non-traditional hours, nights and weekends.**

*This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities or restrict management's right to assign or reassign, direct the work of employees under their supervision. Essential functions may vary based on the specific tasks assigned to the position.*

Review and Approved by:

  
\_\_\_\_\_  
Department Head and/or Designee

02/25/14  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
H/R Manager/Classification & Compensation

02/27/14  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Human Resources Director

3/7/14  
\_\_\_\_\_  
Date