

HOME HEALTH AIDE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: Work involves responsibility for coordination and oversight of personal/managed care provided to patients at the request of the patient's physician, hospital discharge planners and other health care providers. Coordination of services requires working closely with health department employees as well as contract staff such as nursing, physical therapy, speech therapy, social work and home health aides. Extensive interaction with managed care companies regarding procurement, coordination and oversight of managed care contracts is an essential responsibility. Work is performed under direct supervision of a higher level employee such as a Supervising Public Health Nurse. General supervision is exercised over the work of Home Health Aides. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Coordinates requests for Home Health Aide service with supervisors as well as other members of the health care team in accordance with patient needs;

Coordinates the procurement of managed care contracts and marketing services to managed care companies;

Researches provider sources and assists in negotiating contracts with agencies providing supplementary home care staffing;

Develops and implements systems for quality assurance as outlined by state and federal regulations;

Develops correspondence to vendors, contract personnel, and other organizations as necessary;

Assists in preliminary intake of patient referrals;

Reviews patient records to insure compliance with physician orders and other state and federal regulations (ie., Medicare, Medicaid, private insurance companies;

Tracks compliance of home health aides with state and federal regulations;

Surveys vendor organizations on site to determine compliance with regulations as they relate to personnel;

Prepares reports for administration related to quality assurance, outcome criteria and other information as appropriate;

Prepares other reports as necessary;

Prepares fiscal assessments for Medicaid patients receiving higher level of care services;

Provides necessary information to managed care companies to justify patient care needs and insure reimbursement;

Assists in planning and coordinating home health aide inservice classes as needed;

Handles patient complaints (ie., investigates, resolves, documents and tracks);

HOME HEALTH AIDE COORDINATOR (cont'd)

May represent agency at meetings related to home health aide program and other areas as needed;

Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSON

CHARACTERISTICS: Good knowledge of state and federal regulations as they apply to home health care compliance; good knowledge of Medicare, Medicaid and insurance regulations; working knowledge of local care providers, vendors, referring agencies, DSS, OFA, Medicare, Medicaid and Managed Care Organizations; ability to provide leadership and to secure the cooperation of others; ability to direct and evaluate patient service programs; ability to prepare and analyze various statistical reports; ability to establish and maintain effective professional working relationships; tact and courtesy; initiative; good judgment.

MINIMUM QUALIFICATIONS: Either

- a) Bachelor's degree in Business, Business Administration or related field and one (1) year of experience in providing home health care in a hospital, health care agency or health related program in a public or private agency; or
- b) Associates degree in Business, Business Administration or related field and three (3) years of experience in providing home health care in a hospital, health care agency or health related program in a public or private agency; or
- c) An equivalent combination of training and experience as described in a) and b) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.