

**INGHAM COUNTY  
JOB DESCRIPTION**

**CUSTOER AND MEDICAL SERVICES COORDINATOR**

**General Summary :**

Under the supervision of the Director of BHPMS, the Customer and Medical Services Coordinator position supervises and supports the customer service phone center staff who receive an average 400 calls daily from health plan members, primary care and specialist offices, pharmacies, hospitals and other ancillary medical providers. Responsibilities include continual staff training and evaluation, and resource development of staff and phone center resource materials. This position also evaluates medical and pharmaceutical services available through sixteen County Health Plans (CHPs) throughout Michigan. The responsibilities include overseeing the CHP pharmacy and medical benefits by updating and evaluating the CHP drug formulary and developing materials related to it's use; developing policy and materials related to authorizations for referrals to medical specialists; providing materials, training, and case management support to medical providers and CHP local administrative staff for implementation of the CHP medical services; and upon request, assisting CHP Executive Directors in determining ramification of policy changes and also staffing needs at the local level to support CHP operations.

**Essential Functions :**

1. Supervise and support the Provider and Member Services staff assigned to the customer services phone center by: **a.** coordinating phone coverage and support tasks to maintain two Provider Services phone lines and three Member Services phone lines 9 hours daily, 5 days/week; **b.** leading biweekly Provider Services and also Member Services meetings to inform staff of operational and policy changes and also to train staff in phone etiquette, conflict management, and problem-solving and prioritizing skills; **c.** developing and maintaining both electronic and written scripts, manuals, and forms for phone center staff; **d.** analyzing and resolving difficult member and/or provider situations; **e.** training and evaluating services of back up phone staff at answering service agency; **f.** staffing the phone line for Provider Services when absences occur. Tasks include: Responding to member and provider calls and entering into the data system authorizations for specialist services or pharmacy exceptions, notes on member grievances or complicated member situations; **g.** developing and administering biannual quality improvement customer service evaluation tests; **h.** Co-chairing the Customer Service Committee.
  
2. Is responsible for maintaining, auditing, and updating a CHP drug formulary by: **a.** auditing standard pharmacy reports and determining custom reports at least quarterly to determine accuracy in coverage as Michigan Department of Community Health and County Health Plan policy dictates; **b.** consulting with contracted pharmacist as errors and benefit changes occur; **c.** consulting with the Account Manager at the Pharmacy

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Benefits Manager agency regarding drug pricing, report clarification, and the service adjustments ; **d.** staffing and chairing the pharmacy committee which annually revises the drug formulary by: 1)examining standard medication utilization and cost contribution reports, 2)determining custom reports needed, 3) consulting with contracted physicians, pharmacists, and a health management agency, 4) reviewing the MDCH pharmacy benefit contract requirements for the Health Plans and 5) summarizing results; **e.** developing and updating member and provider forms, educational materials, and formulary format in both printed and website versions; **f.** analyzing and implementing additional resources available at the contracted Pharmaceutical Benefits Manager that promote efficiency and consistency in pharmacy benefit implementation; **g.** evaluating patterns and resolving difficulties in member access of covered medications due to system problems.

3. Provides support to the CHP primary care provider and specialist network by:  
**a.** developing and updating training materials and scripts related to medical and pharmacy benefits; **b.** leading small and large group, on-site training sessions on the policies and procedures of the health plan and follow up problem-solving session on managing members in the health plan; **c.** writing memorandums, letters, or CHP newsletter articles regarding clarification of covered benefits or procedure changes ; **d.** researching, evaluating, and responding to health care provider requests for exceptions to covered services or pharmaceutical benefits; **e.** resolving urgent or complicated individual situations raised by providers; **f.** Monitoring and notifying health plan executive directors of gaps in the specialist network; **g.** Collaborating with CHP Executive Directors on strategies to expand the provider network.

4. Collaborates with other BHPMS staff in Utilization Review and Quality Assurance tasks by: **a.** assessing medical and pharmacy cost trends of several CHPs; **b.** assessing utilization reports of high usage and/or medically complicated members of several CHPs; **c.** auditing pharmacy reports and consulting with the Pharmaceutical Benefits Manager to correct errors in non-covered medications being paid; **d.** reviewing reports of medically complicated and/or high cost members and informing member of health plan benefit limitation and other possible health coverage programs; **e.** assisting in the development of disease management programs.

5. Maintains relationships with supervising, supportive, or peer agencies across Michigan by: **a.** responding to member grievances routed through MDCH; **b.** reviewing MDCH Bulletins and attending County Health Plan/ MDCH meetings for policy update information; **c.** participating in a Best Practices subcommittee in state-wide Access to Care Community Coalition to share CHP medical and pharmacy services operations ideas; **d.** consulting with peers in other CHPs regarding operational challenges in delivery of medical services.

**Other Functions :**

6. Other duties as assigned.

*The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.*

**Employment Qualifications :**

**Education:**

1. Be a Registered Nurse in Michigan having graduated from an accredited Diploma or Bachelor Level Nursing School. Must have a Bachelor's Degree in Nursing or a related health care area of study.
2. Have knowledge of physical and psychiatric diagnoses, diagnostic procedures, treatment modalities, and general classification and uses of prescription drugs.
3. Have a basic knowledge of the scope of services provided in different health care settings. Must have a basic knowledge and operational skills of computer programs including Microsoft Word, Excel, and Group Wise or similar email program functions.
4. Maintain 25 Continuing Education Credits every two years as required by the State of Michigan Board of Nursing.
5. Have a basic knowledge of managed care principles.
6. Have a basic knowledge of data analysis.

**Experience:**

1. Three to five years of nursing experience in a variety of health care settings which might include hospital, office or clinic, home health care, or a health department.
2. An additional two years of supervisory or managerial experience
3. Experience in an agency working for, or collaborating with, a health care benefits program.
4. The above five to seven years should include several years of servicing a diverse, low-income population with challenging social situations.

**Other Requirements:**

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines*

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*that should be considered along with other job-related selection or promotional criteria.*

Possess a valid Michigan driver's license and be a license Registered Nurse in the State of Michigan prior to employment.

**Physical Requirements** *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

Occasional lifting of 20# to 30# boxes when transporting materials for training sessions. Locations for the trainings and meetings throughout Michigan may require climbing steps, walking moderate distances and driving long distances.

**Working Conditions:**

Duties are largely performed at a desk in an office or cubicle environment with low to moderate noise levels.

