

COMPANY CONFIDENTIAL
The Foundation of the Pennsylvania Medical Society
Assistant Case Manager
Position Description

Position Title: **Assistant Case Manager**

Division/Department: **Physicians' Health Program**

Reports to: **Director, Physicians' Health Program**

Classification: **Full Time, Non-Exempt**

ORGANIZATION BACKGROUND

The Foundation of the Pennsylvania Medical Society is a nonprofit, tax-exempt public organization established in 1954 as the philanthropic affiliate of the Pennsylvania Medical Society. Its mission is to sustain the future of medicine in Pennsylvania by providing programs that support medical education, physician health, and excellence in practice. The purpose of the Physicians' Health Programs (PHP) is to provide education and information about impairment issues, intervention, triage and referral, and monitored recovery to physicians, physician assistants, and dental professionals. The PHP handles a high volume of telephone calls and printed material, which can take priority over the primary position responsibilities outlined here.

POSITION SUMMARY:

The Assistant Case Manager takes check-in calls from participants, facilitates the set-up and approval of drug testing monitoring for new referrals, new participants or participants who have moved or changed positions, reviews drug testing reports, enters and assists in tracking prescriptions, enters monitoring agreement amendments, and updates database with changes, assists with billing, and reviews all charts for compliance.

QUALIFICATIONS: Required Skills/Education/Knowledge

- 3 years' experience in similar role
- Bachelor's degree in a Human Service-related field preferred or equivalent experience
- Knowledge of substance use disorders, mental health disorders, and behavioral health conditions
- Strong organizational skills and ability to work effectively in a multi-tasking, fast-paced and team-oriented environment
- Ability to be discreet and maintain confidential information
- Knowledge of suicide risk assessment, motivational interviewing, and drug testing preferred
- Strong oral, written, and digital communication skills required
- Possess database operations and data entry skills
- Proficient in Microsoft Word, Excel, and Outlook

SPECIAL REQUIREMENTS:

This position requires the ability to communicate with and work cooperatively with many different people internally and externally, and the ability to adjust to constant change.

ESSENTIAL DUTIES:

1. Facilitate the set-up and approval of drug testing monitoring for new referrals, new participants or participants who have moved or changed positions. Be available to review procedures of testing with participants.
2. Review drug testing reports:
 - a. Bring to case managers' attention any positive or questionable screens.
 - Verify cases are reviewed by medical directors and case management staff.
 - b. Discuss different types of testing procedures with Third Party Administrator of testing.
 - c. Monitors for randomness of screens and adherence to frequency.
 - d. Schedule and verify monitoring interruptions.

3. Enter all prescriptions and medical reports into participant files for medical director review. Assist in tracking monthly prescriptions required by participant monitoring agreement.
4. Receive check-in calls from participants regarding compliance with agreement. Assist them with any treatment/monitoring concerns and follow through with any that need case management discussion or attention from senior staff.
5. Perform review of participant charts to assure their compliance with their agreement. These reviews occur approximately every three months. During these reviews, the case manager will:
 - a. Review chart to ensure the following items are up to date:
 - Urine test results, Therapy reports, Workplace monitor reports, Check-in calls, Meeting attendance reports, PHP monitor reports, and Advocacy letter requests have been sent.
 - b. If these items are not in compliance, send letter or postcard for participant to contact the PHP.
 - c. Bring any cases of chart relapse behavior to the attention of PHP staff.
6. Assist in maintaining the CMS database to assure that it is up to date and suggest any corrections to facilitate data entry.
7. Assists in maintaining a visible tracking mechanism showing current status of all pending cases.
8. Enter changes in demographic into the CMS. Verify contact information for participants is always up to date.
9. Consult with case management team, program director, medical director and PHP staff about case management issues as needed.
10. Review and recommend action on check-in call requests, discussing with other case managers, program director, medical director, and other staff as necessary.
11. Participate in case conference review involving medical director and all other staff.
12. Enter monitoring agreement amendments and adjust agreement requirements to reflect changes.
13. Assist in billing for advocacy letters, monthly program fees, and monthly invoices.
14. Assist in entering finalized agreements.
15. Model company culture by advocating with a supportive attitude, educating people while respecting them and their ideas, and navigating using active listening skills.

OTHER ADDITIONAL DUTIES MAY INCLUDE:

Assist with coordination of other Foundation, PHP, or PAMED initiatives, as well as other duties as may be requested or assigned.

WILL COLLABORATE WITH:

- Medical Directors, Physicians' Health Program
- Director, Physicians' Health Program
- Case Managers, Physicians' Health Program
- Compliance Assistant, Physicians' Health Program
- Sr. Director, Finance & Operations
- PAMED Communications & Marketing Staff
- All other Foundation staff as needed

PHYSICAL ACTIVITIES

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Sedentary work. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.

The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading. Hearing and speech to communicate in person, before groups, and over the telephone. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

* Operation of a motor vehicle, occasionally

This PDQ accurately reflects the duties, qualifications, and other requirements of this position.

Revised: 04/30/23

EOE - It is the policy of PAMED and the Foundation of PAMED to ensure equal employment opportunity without discrimination or harassment based on race, color, religion, sex (including pregnancy), sexual orientation, gender identity or expression, national origin, age, disability, marital status, veteran status, citizenship, genetic information, possession of a General Educational Development certificate as opposed to a high school diploma, or any other characteristic protected by applicable federal, state or local law. This commitment applies, but is not limited, to decisions made with respect to hiring, placement, compensation, benefits, promotions, demotions, transfers, terminations, layoffs, return from layoffs, administration of benefits, and all other terms and conditions of employment.