



**Title of Position:** Coordinator of Transition and Utilization Management

**Reports To:** Director of Developmental Disabilities Services

**Brief Summary:**

1. Ensure and expedite referrals and admissions to UPS' vast array of supports and services for People with Developmental Disabilities within mandated time frame.
2. Assist families and individuals with accessing community resources.
3. Develop an expert knowledge of community resources.
4. Maintain expertise in admission criteria for the various supports and services offered by UPS, OPWDD, Care Coordinating Organizations (CCO/Health Home), Managed Care Organizations (MCO), Managed Long Term Care Organizations (MLTC), and other provider affiliates.
5. Actively market services provided by UPS throughout the community.
6. Assist with program designs to plan for current and future needs of the community.

**Principal Duties and Responsibilities:**

1. Provide information as requested/needed regarding services available through UPS and its business affiliates.
2. Receive and process applications for services at UPS and its business affiliates.
3. Work with all departments to reach full utilization of services.
4. Liaise directly with referral sources, Care Managers, families, and/or individuals to facilitate access to UPS' vast array of supports.
5. Compile written summaries based on submitted referral materials identifying the person, including their social history, diagnosis, abilities, needs, medical status, and service request for individuals seeking services from UPS.
6. Organize other transition reports as directed by the agency or supervisor, which may include, but is not limited to, demographics, services requested, number of applicants served, and people assigned to waiting lists.
7. Monitor the central transition system and ensure responses to all requests and inquiries within two business days.
8. Schedule and attend all screenings, either in person or via Skype, within one week of the referrals being made.
9. Coordinate all aspects of the intake process including dinner/overnight visits, family meetings, etc. when filling new/existing opportunities in DD programs.
10. Maintain data related to all screenings, indicating all outreach efforts and final dispositions.

11. Maintain waiting lists for services and work with the Director of DD Services to find ways to provide these families with the needed supports.
12. Maintain data regarding service needs of applicants on waiting lists for future planning.
13. Track admissions and vacancies and create reports for all departments.
14. Track utilizations, as directed by the Director of DD Services and Utilization Management team.
15. Attend trainings and workshops related to health home, managed care, and value based payments.
16. Attend all AROC committee meetings, school district open houses, and other community networking functions to market UPS services and provide supports to individuals and families.
17. Ensure completion of all necessary admission documents to ensure timely access to services/supports provided by UPS.
18. Establish “super user level” knowledge of OPWDD’s CHOICES, Medisked’s Life Plan, and other electronic health records that are necessary to ensuring timely access to supports and services.
19. Meet with Program Directors and managers on a regular basis to anticipate challenges related to providing competent support.
20. Administer customer satisfaction surveys, as directed by the Director of DD Services and Utilization Management team
21. Monitor all new transitions for the first 12 to 18 months, or as directed by the Director of DD Services and Utilization Management team.
22. Assist in resolving conflicts that may arise between new service recipients/families and the agency to ensure customer satisfaction.
23. Maintain agency data base related to DDP2s and CAS assessments, LOCs and other related documents
24. With the support of Benefits & Entitlements department, monitor and ensure that all DD Services Individuals maintain State/Federal benefits eligibility.
25. Monitor utilization related to all service contracts related to “high needs funded individuals” and other specialized funding as authorized by OPWDD, MCO or other payors.
26. With the support of the finance department, complete and distribute utilization management reports that are cost center specific at least on a quarterly basis.
27. Collaborate with other services and providers to provide coordinated, quality support and services to individuals.
28. Promote and support CQL philosophies through the development of specific services and activities focused on individual choice, quality of life, community integration, and person-centered planning.
29. Perform other duties as requested.

**Administrative Duties:**

- Assist with service authorization and utilization management audits related to existing contracts, as needed.

- Assist admin staff who are supporting the transition and utilization activities at UPS, as needed.

**Working Conditions:**

Frequent evening and weekend hours may be required to meet the needs of the organization. Must be able to travel out of state and sometimes stay overnights to ensure that screenings are done in a timely manner. Must have a valid New York State driver's license. Must be able to use a UPS vehicle or own vehicle.

**Knowledge, Skills, Experience Required:**

Bachelor's Degree required, Master's preferred.

Excellent computer skills and proficiency in Excel required.

Organizational skills are essential.

Prior experience as a Care Manager and/or Medicaid Service Coordinator preferred.

Bilingual (Spanish) preferred

*Note: This job description reflects management's assignment of essential and secondary functions. It does not prescribe or restrict the tasks that may be assigned. Tasks are subject to change at any time due to reasonable accommodation or other reasons.*

E-mail resumes: [recruit@uniquepeopleservices.org](mailto:recruit@uniquepeopleservices.org) with Word document attachments.

Only applicants being considered for an interview will be contacted.

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