

## CLINICAL UTILIZATION COORDINATOR

GENERAL STATEMENT OF DUTIES: Performs responsible, professional casework tasks in conducting utilization reviews on identified populations; conducts quality of care reviews; evaluates initial intake and level of care assessments; monitors referrals to and authorizations of level of substance abuse treatments; does follow-up with clients and providers; evaluates re-authorizations for services; works under the general supervision of a Public Health Department supervisor; performs related duties as required.

### STATEMENT OF TASKS:

Performs concurrent and retrospective reviews, including admission certification, continued stay reviews, care level determination, resource use monitoring, and participation in utilization review appeal processes;

Monitors residential admissions, intensive outpatient and methadone programs and samples of traditional outpatient admissions;

Maintains accurate, current records and provides written reports;

Monitors referral process for adherence to screening assessment protocols;

Performs Quality of Care reviews;

Develops quarterly reports on the data generated by reviews;

Tracks trends;

Collects length of stay data on admissions by program and diagnosis to facilitate appropriate use of resources;

Provides in-service education to staff on quality of care and utilization management issues;

Assists in identification, development, and implementation of new procedures recommends program changes to increase efficiency and effectiveness of the program and provider panel;

Participates in development of Utilization Management program goals and objectives;

Develops reports for the Michigan Department of Community Health/Bureau for Substance Abuse Services, other bodies and internal use as needed;

Resolves conflicts in a multi-disciplinary environment;

Monitors or may perform screening and assessment including level of care determination;

Monitors referrals and authorizations for services;

Enters client information into the agency information system;

Performs follow-up on referrals and post-discharge follow-up on services;

Assists in developing provider profiles;

Participates in utilization management and quality improvement meetings;

Uses computer systems for electronic record keeping and reporting.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

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### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of an extensive range of clinical treatment;  
Knowledge of client care evaluation methods;  
Knowledge of different diagnoses, DSM-IV classifications and ASAM patient placement criteria;  
Ability to assess and evaluate clinical performance in a confidential manner;  
Ability to stay abreast of local, state, and national trends in managed care, quality improvement, and utilization management;  
Ability to collect, maintain and evaluate client data;  
Ability to prepare reports;  
Ability to work directly or indirectly with substance abusers and mentally ill clients and/or children and families;  
Ability to communicate effectively;  
Ability to establish and maintain effective working relationships;  
Ability to work independently and as part of a team;  
Ability to resolve conflict in a professional manner;  
Ability to make decisions and verbally defend or explain them based upon sound rationale;  
Ability to be flexible and adapt to change;  
Ability to generate effective problem solving solutions;  
Ability to handle multiple tasks and manage time effectively;  
Ability to operate personal computers and word processing software;  
Ability to attend work regularly and work under stressful conditions.

### MINIMUM QUALIFICATIONS

Master's degree in Psychology or Counseling and licensed as Limited Licensed Psychologist or Licensed Professional Counselor -OR- Master's degree in Social Work and registered as a certified Social Worker -OR- Bachelor's of Science in Nursing and current State nursing license;

AND

Three (3) years experience in substance abuse and/or mental health.

Established: October 19, 1998  
Revised: March 31, 1999

  
Personnel Director