****

**HealthPoint Family Care**

**Nurse Case Manager**

**Reports To: Quality Manager**

**Status: Exempt**

**Summary:** Works independently and with minimal supervision to offer support for all clinical initiatives, projects and direct patient care related to chronic case management (CCM), transitional care management (TCM), ER diversion and patient education, and HEDIS data collection, analysis, education, and documentation.

**Essential Duties and Responsibilities:** This job description reflects management's assignment of essential functions. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

* Identifies patient’s eligible for case management through internal referrals or EMR/PM reports or data analysis from payers and hospitals/specialists and communicates with PCP for coordination of care.
* Assigned the needs assessment, development, implementation and on-going evaluation of individualized care plans for patients that meet CCM, TCM, ER Diversion or HEDIS identifiers for case management in compliance with federal state, local and/or payer requirements and regulations for service delivery and billing and reimbursement.
* Work with members of the patient’s healthcare team to manage and coordinate all areas of the patient’s care. Monitor and assess the needs of patients, determine treatment eligibility, use clinical options to decide if plans meet the patient’s needs, and making arrangements for additional services that help patients achieve a positive outcome.
* Advocate for safety of patients and serve as a liaison between healthcare providers, families of patients and the patients themselves to coordinate care
* On-going evaluation of assigned patient care plans and goals, following up with patients, families, care providers, and others coordinating care in accordance with health plan requirements when applicable.
* Accurate and timely documentation and coding of patient visit/treatment, phone, or electronic communication including pertinent medical and/or psychosocial history, diagnoses, treatment plans, goals, patient/caregiver education, and progress and other pertinent information in accordance within the organization’s standards on documentation in the Electronic Medical Record within 48 hours and in compliance with all federal, state and payer requirements for CPT and ICD10 billing.
* Follows all Electronic Medical Record Protocols.
* Actively participates in and supports continuous quality improvement and organization quality initiatives.
* Follows established regulations and professional standards as required of the position.
* Other projects as assigned by Quality Manager, Practice Administrator, CEO or Medical Director

**Supervisory Responsibilities:**  None

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**  KY RN Licensure. BSN preferred. Case Management certification or 5 years equivalent experience in case management.

**Language Skills:**  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Reasoning Ability:**  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**  Proficient skills in a variety of software programs to include Microsoft excel. Will gain and maintain working knowledge of GE EMR.

**Certificates, Licenses, Registrations:** RN Licensure. Must hold a current CPR certification.

**OSHA Job Classification**: Category I – Handling, managing and disposal of biohazardous materials and/or equipment contaminated with biohazardous materials is a regular part of your work assignment.

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

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee are occasionally exposed to fumes or airborne particles; toxic or caustic chemicals and risk of radiation. The noise level in the work environment is usually moderate.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee signature Date**,

JS\_8.1.1,JS\_8.1.1.1,JS\_8.1.1.2,JS\_8.1.1.3,JS\_8.1.3,JS\_8.1.3.1,JS\_8.1.3.2,JS\_8.1.3.3,JS\_8.1.3.4,JS\_8.1.3.5,JS\_8.1.5,JS\_8.1.5.1,JS\_8.1.5.2,JS\_8.1.5.3,JS\_8.1.5.4,JS\_8.2.1,JS\_8.2.1.1,JS\_8.2.1.2,JS\_8.2.1.3,JS\_8.2.1.4,JS\_8.2.1.5,JS\_8.2.2,JS\_8.2.2.1,JS\_8.2.2.2,JS\_8.2.2.3,JS\_8.2.2.4,JS\_8.2.2.5,JS\_8.2.3,JS\_8.2.3.1,JS\_8.2.3.2,JS\_8.2.3.3,JS\_8.2.3.5,JS\_8.2.6,JS\_8.2.6.1,JS\_8.2.6.2,JS\_8.2.6.3,JS\_8.2.6.4,JS\_8.2.6.5,JS\_8.2.5,JS\_8.2.5.2,JS\_8.2.5.3,JS\_8.2.5.4,JS\_8.2.5.7,JS\_8.3.3,JS\_8.3.3.1,JS\_8.3.3.2,JS\_8.3.3.5,JS\_8.3.3.7,JS\_8.3.5,JS\_8.3.5.1,JS\_8.3.5.2,JS\_8.4.2,JS\_8.4.2.4,JS\_8.4.3,JS\_8.4.3.2,JS\_8.4.3.4,JS\_8.4.4,JS\_8.4.4.1,JS\_8.4.4.2,JS\_8.4.4.3,JS\_8.4.4.4,JS\_8.4.4.5,JS\_8.4.5,JS\_8.4.5.1,JS\_8.4.5.2,JS\_8.4.5.3,JS\_8.5.6,JS\_8.5.6.1,JS\_8.5.6.2,JS\_8.5.6.3,JS\_8.5.6.4,JS\_8.5.6.5,JS\_8.5.7,JS\_8.5.7.3,JS\_8.5.8,JS\_8.5.8.1,JS\_8.5.8.2,JS\_8.5.9,JS\_8.5.9.1,JS\_8.5.9.2,JS\_8.5.9.3,JS\_8.5.9.4,JS\_8.5.9.5,JS\_8.5.10,JS\_8.5.10.1,JS\_8.5.10.2,JS\_8.5.10.3,JS\_8.5.10.4,JS\_8.5.11,JS\_8.5.11.1,JS\_8.5.11.2,JS\_8.5.11.3,JS\_8.5.11.4,JS\_8.5.12,JS\_8.5.12.1,JS\_8.5.12.2,JS\_8.5.12.3,JS\_8.5.12.4,JS\_8.5.1,JS\_8.5.1.1,JS\_8.5.1.2,JS\_8.5.1.3,JS\_8.5.1.4,JS\_8.5.2,JS\_8.5.2.1,JS\_8.5.2.2,JS\_8.5.2.3,JS\_8.5.3,JS\_8.5.3.1,JS\_8.5.3.2,JS\_8.5.3.3,JS\_8.5.4,JS\_8.5.4.1,JS\_8.5.4.2,JS\_8.5.4.6,JS\_8.5.5,JS\_8.5.5.2,JS\_8.5.5.3

JS\_8.1.1,JS\_8.1.1.1,JS\_8.1.1.2,JS\_8.1.1.3,JS\_8.1.3,JS\_8.1.3.1,JS\_8.1.3.2,JS\_8.1.3.3,JS\_8.1.3.4,JS\_8.1.3.5,JS\_8.1.5,JS\_8.1.5.1,JS\_8.1.5.2,JS\_8.1.5.3,JS\_8.1.5.4,JS\_8.2.1,JS\_8.2.1.1,JS\_8.2.1.2,JS\_8.2.1.3,JS\_8.2.1.4,JS\_8.2.1.5,JS\_8.2.2,JS\_8.2.2.1,JS\_8.2.2.2,JS\_8.2.2.3,JS\_8.2.2.4,JS\_8.2.2.5,JS\_8.2.3,JS\_8.2.3.1,JS\_8.2.3.2,JS\_8.2.3.3,JS\_8.2.3.5,JS\_8.2.6,JS\_8.2.6.1,JS\_8.2.6.2,JS\_8.2.6.3,JS\_8.2.6.4,JS\_8.2.6.5,JS\_8.2.5,JS\_8.2.5.2,JS\_8.2.5.3,JS\_8.2.5.4,JS\_8.2.5.7,JS\_8.3.3,JS\_8.3.3.1,JS\_8.3.3.2,JS\_8.3.3.5,JS\_8.3.3.7,JS\_8.3.5,JS\_8.3.5.1,JS\_8.3.5.2,JS\_8.4.2,JS\_8.4.2.4,JS\_8.4.3,JS\_8.4.3.2,JS\_8.4.3.4,JS\_8.4.4,JS\_8.4.4.1,JS\_8.4.4.2,JS\_8.4.4.3,JS\_8.4.4.4,JS\_8.4.4.5,JS\_8.4.5,JS\_8.4.5.1,JS\_8.4.5.2,JS\_8.4.5.3,JS\_8.5.6,JS\_8.5.6.1,JS\_8.5.6.2,JS\_8.5.6.3,JS\_8.5.6.4,JS\_8.5.6.5,JS\_8.5.7,JS\_8.5.7.3,JS\_8.5.8,JS\_8.5.8.1,JS\_8.5.8.2,JS\_8.5.9,JS\_8.5.9.1,JS\_8.5.9.2,JS\_8.5.9.3,JS\_8.5.9.4,JS\_8.5.9.5,JS\_8.5.10,JS\_8.5.10.1,JS\_8.5.10.2,JS\_8.5.10.3,JS\_8.5.10.4,JS\_8.5.11,JS\_8.5.11.1,JS\_8.5.11.2,JS\_8.5.11.3,JS\_8.5.11.4,JS\_8.5.12,JS\_8.5.12.1,JS\_8.5.12.2,JS\_8.5.12.3,JS\_8.5.12.4,JS\_8.5.1,JS\_8.5.1.1,JS\_8.5.1.2,JS\_8.5.1.3,JS\_8.5.1.4,JS\_8.5.2,JS\_8.5.2.1,JS\_8.5.2.2,JS\_8.5.2.3,JS\_8.5.3,JS\_8.5.3.1,JS\_8.5.3.2,JS\_8.5.3.3,JS\_8.5.4,JS\_8.5.4.1,JS\_8.5.4.2,JS\_8.5.4.6,JS\_8.5.5,JS\_8.5.5.2,JS\_8.5.5.3

JS\_8.1.3,JS\_8.1.3.1,JS\_8.1.3.2,JS\_8.1.3.3,JS\_8.1.3.4,JS\_8.1.3.5,JS\_8.1.4,JS\_8.1.4.1,JS\_8.1.4.2,JS\_8.1.4.3,JS\_8.1.5,JS\_8.1.5.1,JS\_8.1.5.2,JS\_8.1.5.3,JS\_8.1.5.4,JS\_8.2.1,JS\_8.2.1.1,JS\_8.2.1.2,JS\_8.2.1.3,JS\_8.2.1.4,JS\_8.2.1.5,JS\_8.2.2,JS\_8.2.2.1,JS\_8.2.2.2,JS\_8.2.2.3,JS\_8.2.2.4,JS\_8.2.2.5,JS\_8.2.3,JS\_8.2.3.1,JS\_8.2.3.2,JS\_8.2.3.3,JS\_8.2.3.4,JS\_8.2.3.5,JS\_8.2.6,JS\_8.2.6.1,JS\_8.2.6.2,JS\_8.2.6.3,JS\_8.2.6.4,JS\_8.2.6.5,JS\_8.2.5,JS\_8.2.5.1,JS\_8.2.5.2,JS\_8.2.5.3,JS\_8.2.5.4,JS\_8.2.5.5,JS\_8.2.5.6,JS\_8.2.5.7,JS\_8.3.6,JS\_8.3.6.1,JS\_8.3.6.2,JS\_8.3.6.3,JS\_8.3.1,JS\_8.3.1.3,JS\_8.3.1.4,JS\_8.3.3,JS\_8.3.3.1,JS\_8.3.3.2,JS\_8.3.3.3,JS\_8.3.3.5,JS\_8.3.3.7,JS\_8.3.4,JS\_8.3.4.1,JS\_8.3.4.3,JS\_8.3.4.5,JS\_8.3.4.6,JS\_8.3.4.7,JS\_8.3.4.8,JS\_8.3.5,JS\_8.3.5.1,JS\_8.3.5.2,JS\_8.4.1,JS\_8.4.1.1,JS\_8.4.1.2,JS\_8.4.2,JS\_8.4.2.3,JS\_8.4.2.4,JS\_8.4.3,JS\_8.4.3.1,JS\_8.4.3.2,JS\_8.4.3.4,JS\_8.4.4,JS\_8.4.4.1,JS\_8.4.4.2,JS\_8.4.4.3,JS\_8.4.4.4,JS\_8.4.4.5,JS\_8.4.5,JS\_8.4.5.1,JS\_8.4.5.3,JS\_8.4.5.5,JS\_8.4.6,JS\_8.4.6.2,JS\_8.4.6.5,JS\_8.5.6,JS\_8.5.6.1,JS\_8.5.6.2,JS\_8.5.6.3,JS\_8.5.6.4,JS\_8.5.6.5,JS\_8.5.7,JS\_8.5.7.1,JS\_8.5.7.2,JS\_8.5.7.3,JS\_8.5.8,JS\_8.5.8.1,JS\_8.5.8.2,JS\_8.5.8.3,JS\_8.5.8.4,JS\_8.5.8.6,JS\_8.5.9,JS\_8.5.9.1,JS\_8.5.9.2,JS\_8.5.9.3,JS\_8.5.9.4,JS\_8.5.9.5,JS\_8.5.10,JS\_8.5.10.1,JS\_8.5.10.2,JS\_8.5.10.3,JS\_8.5.10.4,JS\_8.5.11,JS\_8.5.11.1,JS\_8.5.11.2,JS\_8.5.11.3,JS\_8.5.11.4,JS\_8.5.12,JS\_8.5.12.1,JS\_8.5.12.2,JS\_8.5.12.3,JS\_8.5.12.4,JS\_8.5.1,JS\_8.5.1.1,JS\_8.5.1.2,JS\_8.5.1.3,JS\_8.5.1.4,JS\_8.5.2,JS\_8.5.2.1,JS\_8.5.2.3,JS\_8.5.3,JS\_8.5.3.1,JS\_8.5.3.2,JS\_8.5.3.3,JS\_8.5.3.5,JS\_8.5.4,JS\_8.5.4.1,JS\_8.5.4.2,JS\_8.5.4.3,JS\_8.5.4.6,JS\_8.5.5,JS\_8.5.5.2,JS\_8.5.5.3