



# DIVISION SCOPE OF SERVICE

<b>Division: NORTH CAROLINA</b>
<b>Classification: CARE MANAGER</b>
<b>Applicant Name:</b>

<p><b>Care Manager:</b> The Care Manager must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p><b>Definition of Care or Service:</b> The Care Manager help the patients receive the appropriate care in the appropriate setting, and to help them become active in the management of their health so that they avoid unnecessary illness and improve their health. The Scope of Service may include:</p> <ul style="list-style-type: none"> <li>• Develop relationships with specialist providers in the medical neighborhood and community payor sources, and act as practice liaison to coordinate care, information, etc., with payors.</li> <li>• Assist with processing prior authorizations of medications (in collaboration with the practice pharmacist), home health care, imaging, etc., as needed.</li> <li>• Act as liaison for our practice to community agencies that co-manage high-risk patients.</li> <li>• Assist and guide patients in navigating the medical neighborhood (payor sources and specialists) to ensure high quality care and positive outcomes.</li> <li>• Provide referral tracking, coordination, and follow-up, and coordinate with facilities and managed care programs for medical transitions.</li> <li>• Participate with Program and Clinic leadership in designing and developing the processes and procedures for working with managed care plans and insurance plans on collection and dissemination of quality and outcome data.</li> <li>• Facilitate complex case management, chronic disease management, medication compliance, treatment plan, and follow-up visits in collaboration with other team members:</li> <li>• Manage patient educational information;</li> <li>• Assist with patient transition from inpatient to outpatient care settings in collaboration with hospital staff, pharmacist, and/or social worker;</li> <li>• Assist with management of chronic disease patients and their care plans;</li> <li>• As patient needs are identified, reach out to patients and/or their families to follow up on issues such as needed visits, completion of tests and referrals, progress in meeting self-management goals, connection to community resources, and help with transition of care; and</li> <li>• Participate in patient visits as requested by providers.</li> <li>• Complete and document home or community-based visits, in coordination with other team members, as needed.</li> <li>• Implement patient registries and reporting relevant to referrals and care transitions.</li> <li>• Document interventions in clinical record.</li> <li>• Participate in the residency practice’s quality improvement projects.</li> <li>• Assist faculty and staff in the development of plans to reduce preventable hospital admissions, re-admissions, emergency department visits, executive therapies, unneeded DME, etc.</li> <li>• Educate residents on topics relevant to skill set that may include nutrition, diabetes wellness, smoking cessation, and basic health behavior change.</li> </ul>



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- Project management for National Committee for Quality Assurance (NCQA) PCMH Elements to Referral Process and Care Transitions.
- Ownership and oversight of PCMH Elements 5B and 5C: Referral tracking/coordination and follow-up and coordination with facilities and managed care transitions.
- Attend practice meetings, webinars, and learning collaborative as required.
- Design an evaluation framework for assessing impact of Care Manager’s work on patient population health improvement and other program objectives.
- Demonstrates Clinical and Service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.

**Setting(s):**

- Healthcare facilities including but not limited to hospitals, clinics, or surgery centers
- Patient care areas, all settings

**Supervision:** Residency Program and Medical Directors

**Evaluator:** Residency Program and Medical Directors

**Tier Level:** 2

**eSAF Access Required:** YES

**Qualifications:**

- Bachelor degree or higher
- **Or one** of the below:
  - Experience in nursing, social work, nutrition, psychology, exercise physiology
  - Proof of skill sets that are useful in helping patients optimize their ability to make healthy lifestyle choices and otherwise engage in the management of their health within a Patient Centered Medical Home (PCMH) practice setting. (Found on Skills Checklist)

**NOTE:** Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.

**State Requirements:**

- N/A

**Experience:**

- A minimum of two years of experience in a healthcare setting is required.
- Experience working with Home Care, Medicaid populations, or related social/economic issues.

**Preferred Experience:**

- Experience working with an electronic medical record system.

**Competencies:**

The Care Manager demonstrates:

- Accurate patient information review and evaluation
  - Uses at least two ways to identify patients before meeting with the patient and family unit
  - Accesses the patient medical record appropriately
  - Documents in the medical record according to the facility standard / policy
- Appropriate case management activities
  - Engages community resources in accordance with current laws, regulations and policies surrounding medical and behavioral healthcare
  - Engages patient and family to gather, evaluate, analyze and integrate pertinent information to complete assessment and form conclusions



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- Gathers and reviews information with attention to individual, family, and community resources
- Respects patient and family preferences
- Implements interventions appropriate for identified patient needs
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE)
  - Required immunizations per Division requirements
  - Complies with Isolation precautions
  - Maintains sterile field

**References:**

Case Management Society of America (CMSA). (2008-2011). Retrieved from <http://www.cmsa.org/>

Job Description for a Care Manager/eHow.com. (1999-2011). Demand Media, Inc. Retrieved from [http://www.ehow.com/about\\_5208008\\_job-description-case-manager.html](http://www.ehow.com/about_5208008_job-description-case-manager.html)

Ocean to Ocean Healthcare (2008-2011) Care Manager Description. Retrieved from [http://www.oceantoocean.net/pdfs/A\\_Website\\_-\\_JOB\\_Case\\_Manager.pdf](http://www.oceantoocean.net/pdfs/A_Website_-_JOB_Case_Manager.pdf)

NCQA PCMH elements <http://www.ncqa.org/programs/recognition/practices/patient-centered-medical-home-pcmh>

Commission for Case Manager Certification  
<https://ccmcertification.org/get-certified/certification/ccmr-eligibility-glance>

**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_