



POSITION: Care Coordinator & Billing Specialist  
FLSA: Non-Exempt  
DIVISION: Town  
REPORTS TO: Senior Services Case Coordination Supervisor  
DATE: 12/2020

### **Job Summary**

This position is responsible for working seamlessly with the Care Coordination team and other Township staff to ensure the smooth operation of billing, data collection, and quality assurance metrics for local, state, and federal services. In addition, this position holds a half-time case load as a Care Coordinator with responsibility to provide case management for older adults to maximize functioning and independence within the community.

### **Primary Function and Responsibilities:**

1. Perform billing of all case manager assessments and for Senior Services programs including but not limited to: CCP, HDM, Chore, Transportation, RFT, CMHB, IVMMP and APS; uploads POSM surveys weekly; maintains CMIS/CFM computer billing system; trains incoming staff on CMIS system, and consistently updates billing backup to ensure full cross-training capability.
2. In cooperation with the case managers and program managers, complete the Case Authorization Transactions, electronic billings and mail merges, maintains files and reports, and reconciles all accounts for assigned programs. Submit monthly billing summary to Finance Department.
3. Maintain client files and coordinates/recruits volunteers to help with the project.
4. Enter program data from mySeniorCenter into CMIS for monthly reporting purposes. Works with mySeniorCenter data projects.
5. Provide support for the computer system by screening requests from all staff regarding computer system problems and troubleshooting or reporting as appropriate to service personnel. Perform upgrades for CMIS and CFM programs and troubleshoots via computer
6. Review of case files to ensure compliance measures are met per IDOA guidelines and to ensure successful billing acceptance.
7. Provide over the phone or in-person initial intake assessment of client needs according to corresponding program standards, completes a written intake summary or completes options counseling paperwork and creates a case file; providing complete paperwork and documentation in case notes.
8. Develop, maintain, and apply understanding of local, state, and federal programming, benefits and services available to seniors and adults with disabilities age 18-59 as well as Township policies and procedures.
9. Demonstrate professional written and verbal communication and the ability to provide clients with information regarding services available, with ongoing monitoring and follow-up of service and client needs.
10. Complete assessment tools and maintain documentation as required by the standards of the Illinois Department on Aging.



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11. Conduct comprehensive assessment of client needs within the home environment to include cognitive function, physical health, ability to perform activities of daily living within the home environment, emotional well-being, social support and financial resources.
12. Involve the client in all aspect of care development, utilizing resources from all sources, both public and private, to insure the most appropriate plan to meet the needs of each client while respecting their right to self-determination.
13. Allow clients to voice grievances without discrimination or reprisal; provide information regarding reporting information to the appropriate program supervisor, if needed; maintain client confidentiality and respect client property.
14. Maintains complete, accurate and timely case records and time logs based upon applicable local, state and federal timeframes. Maintains monthly statistics on all programs in area of responsibility.
15. Perform other duties as assigned by Director of Senior Services, CCU Supervisor and senior leadership staff.

### **Minimum Qualifications:**

#### **Education & Experience**

- Bachelor's Degree in social science, social work or related field and one-year program experience in a social service capacity.

#### **Licenses & Certifications**

- Valid Illinois Driver's License, liability insurance, and availability of an automobile for home visits.
- Completion of certification training for the Illinois Department on Aging Comprehensive Assessment within three months of hire and maintenance of ongoing training requirements

The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills, and abilities to perform this job, may be considered.

#### **Material and Equipment**

- Miscellaneous office equipment and applications; i.e. - laptop, computer, fax, phone, copier, database and web-based applications, Microsoft Office 365, etc.

#### **Knowledge, Skills, and Abilities**

##### **Knowledge of:**

- Title III, Medicaid, Medicare, the Community Care Program, Social Security (SSI/SSDI) and other community services.



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- Social, psychological and physiological aspects of aging.
- Conducting comprehensive assessment, service plan development and follow up.
- Reconciliation of billed claims & reimbursements, troubleshooting rejected billing
- Computer systems including hardware and basic software programs.
- Develop a proficiency in navigating state databases such as Case Management System (CMS), Case Management Information Systems (CMIS), Participant Search Screen (PSS) and the electronic Community Care Program Information System (eCCPIS).

**Skill In:**

- Objectivity
- Excellent communication, active listening, and writing skills
- Handling potentially dangerous situations
- Data input and report generation.
- Data analysis and quality assurance

**Ability to:**

- Maintain professional composure and take action when confronted with difficult situations.
- Adapt and improvise in a variety of situations.
- Develop increased competency in assessment and understanding of public/private community resources.

**Physical Abilities:**

- Sit, keyboard, read, write, hear and speak for extended periods.
- Lift up to 10 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.