



Community Mental Health Partnership of Southeast Michigan Job Description

Job Title: Substance Use Disorder (SUD) Care Navigator

Supervision Received: Clinical Treatment Coordinator

Tier: C

Salary Range: 60,363 – 87,535

FLSA Exempt Status: Exempt

Position Status: Full-time

Last Updated: March 22, 2024

Job Summary

Under supervision of the Clinical Treatment Coordinator, the Substance Use Disorder (SUD) Care Navigator is a dual role position split in to two key functions: SUD Priority Population Care Navigator (0.5 FTE) and SUD Treatment Utilization & Treatment Specialist (0.5 FTE). The SUD Care Navigator monitors and supports requests for services from individuals identified as priority populations. The objective is to help ensure timely screening and admission to SUD treatment services across the region by ensuring Access departments and SUD Treatment providers are following MDHHS timeliness requirements. The SUD Care Navigator will also ensure engagement activities are provided as well as other needed resources to address individuals' SUD related challenges, including assisting the individual in accessing resources such as obtaining required state identification, insurance, and other supportive needs. The SUD Care Navigator may also provide support in SUD care coordination efforts that may arise within the regional responsibilities of the PIHP. The SUD Care Navigator also monitors/authorizes the contracted SUD treatment service utilization across the region by using ASAM Criteria, reviewing assessments, treatment plans, consumer care outcomes and MDHHS regulatory requirements. The SUD Care Navigator also monitors the SUD provider network's resources in coordination with finance staff and contributes to the overall planning for SUD treatment services provided to individuals in the region.

Essential Duties and Responsibilities

SUD Priority Population Care Navigator (0.5 FTE)

- Engage priority populations identified through Access Departments, referrals from various community agencies, Michigan Department of Corrections, and calls initiated by the individual
- Work closely with SUD Treatment providers to ensure effective and efficient processes are in place for timely admissions
- Establish and maintain effective working relationships with regional staff, SUD providers and State contacts; Act as PIHP liaison with providers, community resources, local MDOC supervisors and agents; regular communication with the MDOC to look for opportunities to collaborate and improve services for individuals returning to the community
- Review and analyze priority population timeliness by Access Departments and utilization of resources by SUD provider network to ensure effective use of resources; share information with providers to verify accuracy
- Maintain data tracking for priority population individuals; submit quarterly data to MDHHS
- Run reports in electronic health record daily, monthly, and quarterly to ensure timeliness is occurring in real time
- Directly assist consumers in getting timely intake appointments at providers, and link individuals to local resources to support various priority population needs

- Communicate to Access and SUD providers when a corrective action plan is due; Approve and monitor corrective action plans when appropriate

SUD Treatment Utilization & Treatment Specialist (0.5 FTE)

- Review treatment plans and authorization requests for service; monitor consumer progress on treatment plan including scope, frequency, and duration of service; appropriateness of request based on medical necessity and ASAM level of care criteria, make determination for approval
- Enter data into electronic health record, e.g. approval decision of authorizations for services
- Maintain awareness of advances in treatment methods, regulations, health insurance changes, HIPAA and other information that may impact services
- Provide consultation to treatment provider staff, CMH staff, hospital staff and court staff; analyze information to facilitate connection to necessary treatment, and plan or coordinate follow-up or aftercare programs for individuals to be discharged from treatment programs
- Attend and participate in various state, regional and local workgroups, and other meetings to gain an understanding of MDHHS requirements, CMHPSM requirements and ensure data being provided is meeting these requirements
- Assist in identifying, analyzing, and resolving problems and possible solutions with regional systems and processes
- Provide excellent customer service to resolve complaints received from consumers and providers
- Participate in service planning and evaluation of SUD treatment services; including assessing the need for additional providers and services based on identified service gaps in the region
- Collaborate with SUD Treatment Team and providers to clarify and resolve issues and ensure services are provided as contracted
- Assist in identifying training needs to improve data reporting; assist in designing and delivering training to SUD providers and other regional staff
- Participate in provider monitoring, review clinical records, make recommendations for performance improvement
- Participate in the requests for proposals (RFP) process for regional Substance Use Services; determine availability of services and goals for meeting needs; review and score
- Other duties as assigned

Supervisory Responsibilities

- N/A

Education and Experience Requirements

- Master's degree in Social Work or Psychology, or closely related field
- At least five years of related experience including provider relations experience; experience with assessment, treatment planning and monitoring; experience working with populations with complex mental health and SUD needs; three years of substance use disorder treatment authorization and clinical service utilization management

Licenses and Certifications

- Professional licensure through the State of Michigan/LARA necessary to carry out the tasks of the position is required, e.g. LMSW or LLP
- Certified Advanced Alcohol and Drug Counselor (CAADC) or Certified Alcohol and Drug Counselor (CADC) or Development Plan (DP) required; if CADC or current DP, must be willing to obtain CAADC during employment
- Possession of a valid Driver's License is required

Competencies Required

- Clinical knowledge of substance use and mental health disorders including how to use the ASAM Criteria
- Ability to assess and review treatment plans, as well as make clinical decisions regarding continuing care; familiarity with ASAM Criteria and ASAM Continuum
- Skill in monitoring and evaluating substance use disorder treatment services
- Knowledge of applicable laws, regulations, policies and procedures and ability to interpret and disseminate information
- Skill in resolving conflict and negotiating
- Skill in meeting quality standards and making improvements to services
- Ability to maintain composure and display tact and professionalism in all interactions
- Ability to keep commitments and take responsibility for own actions
- Ability to organize, prioritize and plan work activities and projects to meet deadlines
- Ability to make timely decisions using sound and accurate judgment within specified constraints
- Ability to design and express ideas effectively and adapt message to audience orally and in writing
- Ability to effectively work on multiple projects at one time and adapt to changing demands
- Ability to work independently and maintain working relationships to collaborate as part of a team
- Skill in analyzing or interpreting data or information, identifying trends, detecting errors and preparing reports
- Ability to behave ethically, honestly and with integrity

Physical Demands and Work Environment

The physical demands and work environment 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. Duties require sufficient mobility to work in a normal office setting and use standard office equipment including a computer, vision to read printed materials and a computer screen and hearing and speech sufficient to communicate in person or over the telephone.

Special Position Requirements

This position requires travel within the CMHPSM region and to meetings outside of the region when requested.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

This job description has been approved by the Chief Executive Officer:

Signature _____ Date _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Name _____

Signature _____ Date _____