



JOB DESCRIPTION: Access Administrator	EMPLOYMENT CATEGORY: At-will, Administration
POSITION HIRED BY: Mid-State Health Network (MSHN)	FULL-TIME/PART-TIME: Full-time
SUPERVISOR: Chief Population Health Officer	EXEMPT/NON-EXEMPT: Exempt
MANAGEMENT RESPONSIBILITIES: Personnel - Yes Resources - Yes	CREDENTIALING REQUIRED: Yes

Position Overview:

Under the supervision of the Chief Population Health Officer, the Access Administrator oversees Pre-Paid Inpatient Health Plan (PIHP) directly operated access activities for Substance Use Disorder (SUD) services and provides support, oversight, and monitoring for delegated access activities carried out by the region’s Community Mental Health Service Programs (CMHSP) and Substance Use Disorder Service Provider (SUDSP) networks. The Access Administrator is responsible for the development of policies, procedures, and internal departmental workflows related to service access for SUD operations at the Pre-Paid Inpatient Health Plan (PIHP).

In addition, this position monitors adherence of contracted providers to established state and regional policy to ensure appropriate access and effective/efficient use of behavioral health and SUD services. The ideal candidate will possess knowledge of recovery-oriented systems of care as well as an understanding of the structure of Michigan’s publicly funded behavioral health and substance use disorder system.

This position requires excellent written and oral communication skills, the ability to prioritize a workload, and strong organizational skills. This position is responsible for carrying out all activities of the PIHP in such a manner that fulfills the organization’s mission, strategic priorities, and assures compliance with policies and procedures.

Qualifications

Minimum Qualifications

- Master’s degree in Psychology, Counseling, Social Work, Nursing, or a related field;
- Appropriate licensure, in good standing;
- Michigan Certification Board for Addiction Professionals (MCBAP) Certified Advanced Alcohol and Drug Counselor (CAADC) credential – or – ability to obtain within 12 months of hire;
- Four (4) years’ experience in clinical service delivery, at least some of which has been in access and/or crisis services;
- Two (2) years’ experience in program management, including provision of clinical supervision/oversight to direct reports;
- Knowledge of current evidence-based standards of care, clinical guidelines and protocols, and care models for behavioral health and SUD; and
- Knowledge of appropriate Michigan Department of Health and Human Services (MDHHS) rules, regulations, and standards relating to behavioral health and SUD access, service delivery, and quality improvement

Preferred Qualifications

- Michigan Certification Board for Addiction Professionals (MCBAP) Certified Clinical Supervisor (CCS) credential;
- Experience in a Michigan Community Mental Health Services Program, SUD Treatment Program, or a Pre-Paid

Inpatient Health Plan;

- Knowledge of clinical practices across a range of behavioral health and SUD diagnostic categories;
- Knowledge of managed care compliance requirements specific to service access functions;
- Knowledge of all federal statutes surrounding participation in the Medicare and Medicaid programs;
- Knowledge of Michigan’s Mental Health Code and Public Health Code governing substance abuse services; and
- Lived experience with behavioral health issues is desired.

Required Skills

- Excellent organizational skills and ability to prioritize a workload;
- Observe all rules of confidentiality as it relates to consumer information, both internally and in dealing with outside individuals and/or agencies;
- Assure ongoing competency and assurance of consumer rights protection;
- Excellent interpersonal and human relations skills;
- Excellent verbal and written communication skills;
- The ability to publicly present complex information in a concise, understandable format;
- Ability to interact positively and collaboratively with Board members, executives and finance officers to include Community Mental Health Service Programs (CMHSP) and Substance Use Disorder Service Providers (SUDSP), co-workers, clients, and community representatives from diverse cultural and socio-economic backgrounds;
- Use of a personal computer (PC) for administration and communication;
- Use of Microsoft Office; and
- The ability to legally drive within the State of Michigan.

<u>Responsibilities</u>	<u>Designated Back-Up</u>
Develop, maintain, and ensure an efficient SUD access system under the guidance of the Chief Population Health Officer.	Chief Population Health Officer
Assist the Chief Population Health Officer with developing and implementing regional policies and procedures related to service eligibility and access for all populations served.	Chief Population Health Officer
Collaborate and establish positive relationships with contracted Community Mental Health Service Programs (CMHSP) and SUD Service Providers (SUDSP) to ensure timely access for all populations served.	Chief Population Health Officer
Provide day to day oversight for all aspects of MSHN Access team including direct supervision of Access Specialists. Assure effective and efficient Access team functioning.	Chief Population Health Officer
Work closely with MSHN UM Administrator, UM Specialists, SUD Care Navigator, and Veteran’s Navigator to ensure individuals approaching the Access system receive comprehensive care coordination and linkage to specialty services as needed.	UM Administrator
Provide consultation, leadership, and technical assistance to SUD provider network related to service access and processes.	Access Specialists
Develop, implement, and monitor reports related to timely and efficient access to services, waitlist management, and regional bed availability/tracking. Provide quarterly reports and offer recommendations for system and process improvement.	Chief Population Health Officer
Develop appropriate communication pathways and implement intervention strategies to correct provider performance issues related to delegated screening and access functions.	Access Specialists

Work collaboratively with MSHN Director of SUD Services & Operations, Treatment Team, Quality Assessment Performance Improvement (QAPI), Customer Service and other teams as necessary to address consultation and technical assistance needs of the Provider Network.	Access Specialists
Ensure compliance with grievance and appeals and adequate and advance notice practices for MSHN directly operated access activities in coordination with MSHN Customer Service.	Access Specialists
Oversee screening, access, and referral workflows within the Regional Electronic Medical Information (REMI) system. Work closely with MSHN IT staff and REMI vendor to implement necessary enhancements and ensure efficiency.	UM Administrator
Review and monitor the application of eligibility guidelines, American Society of Addiction Medicine (ASAM) criteria for SUD services, and medical necessity criteria for initial service authorization decisions.	Chief Population Health Officer
Ensure processes are in place to monitor interrater reliability among Access Specialists who are making ASAM Level of Care recommendations and initial authorization decisions.	Chief Population Health Officer
Represent MSHN, as needed, on various statewide, regional and/or county councils, coalitions, and workgroups.	Access Specialists
Provide technical assistance and support to the region's CMHSPs related to County of Financial Responsibility (COFR) disputes.	Chief Population Health Officer
Work with MSHN Quality and Compliance staff to prepare and submit appropriate documentation to ensure compliance with service access and eligibility standards for external quality reviews and audits.	Chief Population Health Officer
Establishes and maintains appropriate working relationships with consumers, network providers, CMHSP employees, outside agencies, accrediting organizations, etc.	N/A
Observe all rules of confidentiality as it relates to consumer information, both internally and in dealing with outside individuals and/or agencies.	N/A
Be knowledgeable about and actively support: <ul style="list-style-type: none"> • culturally competent recovery-based practices, • person centered planning as a shared decision-making process with the individual, who defines his/her life goals and is assisted in developing a unique path toward those goals, and • trauma informed culture of safety to aid consumers in the recovery process • principles and practices of diversity, equity and inclusion 	N/A
Assure MSHN records and protected health information are retained consistent with approved record retention policies and privacy requirements.	N/A
Performs other duties within the scope of the position and as requested/required.	N/A

Compensation

This is a full-time, salaried position with additional benefits. Minimum hours will be 40 per week. The schedule is set in conjunction with the needs of the organization as approved by the Deputy Director.

Environment & Safety

Minimum Physical Requirements

- Ability to exert/lift to 25 pounds of force occasionally.
- Ability to sit for extended periods of time.
- Ability to travel offsite for various meetings, activities, and events; and
- Ability to use computer, telephone, copy machine and various office equipment.

Work Environment

- Remote home office environment with occasional in-person attendance;
- Ability to be on-call for non-traditional hours; and
- Occasional travel by automobile.

To carry out this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

My signature below affirms that I have reviewed the job description and agree that it accurately reflects the scope of the position for which I am responsible. Signatures on this document do not constitute nor imply a contract for employment and merely reflect that the contents of this position description are understood by the parties.

Employee Signature Date

Supervisor Signature Date