

POSITION DESCRIPTION

Client Services Manager



The Mississippi Public Health Institute (MSPHI), a statewide not-for-profit corporation, is seeking a dynamic Client Services Manager for the Mississippi Ryan White Technical Support program.

Reporting directly to the Part B Director, the Client Services Manager oversees the roles and activities of ADAP and Insurances pertaining to the Ryan White Part B Program. *This position is not available for telework and requires full-time in-office work at a MSDH facility.*

JOB SUMMARY

The Client Services Manager coordinates the care of individuals living with HIV/AIDS. The Client Service Manager coordinates and follows up with the client to ensure access to care through the AIDS Drug Assistance Program (ADAP) and insurance enrollment. The ideal candidate will have strong understanding of insurance programs, eligibility and enrollment, including Medicaid, Medicare part D, and open enrollment through the Affordable Care Act. In collaboration with community partners, the Client Services Manager will lead staff in providing individualized client-level care coordination services and other assistance to maintain access to medical care and HIV treatment through the ADAP. This includes the provision of benefits counseling and direct assistance with applications for public and private insurance and other financial assistance programs. Responsible for compliance with state and federal law, agency policy and regulation. Responsible for developing and maintaining management of evaluation system for information collected through ADAP program. The manager is also responsible for maintaining and building relationships with community partners and funders.

Salary Range (*Dependent on Experience and Education*): \$60k

DUTIES

Program Management: 50%

- Oversees staff responsible for processing rebate claims submissions and reconciliation including tracking and entering rebates remittances received in designated spreadsheets and follow-up on overdue rebates or data inquiries from drug manufacturers on rebate claims, as needed
- Ensures program audit readiness and reports
- Supervises staff in ensuring the timely certification of all clients for Ryan White eligibility
- Identifies opportunities to remove barriers to enrollment and promote adherence in ADAP
- Processes PBM and Premium invoices as received and monitors payment each month to ensure all are received and have been sent to Business Operations to be processed.
- Records and tracks information in a shared electronic tracking system.
- Monitors and projects ADAP billing expenditure trends.
- Ensures payments for insurance and claims and investigates issues
- Maintains, updates, and monitors the ADAP Formulary
- Quarterly, monitors the ADAP Drug Dispensing Program (DDP) inventory to ensure medications that are dispensed match medications ordered
- May assist the ADAP Eligibility team with enrollment processes.
- Collaborate with Clinical Quality Manager to develop a quality assurance plan
- Ensure implementation of quality assurance plan activities and collection and reporting of related Data
- Maintain communications with Ryan White sub-recipients and key community stakeholders, including active participation on committees that work towards streamlining HIV/AIDS services in Mississippi.
- Ensure compliance with HIPAA and all related confidentiality/privacy legal requirements
- Completes supervision no less than once/month with each employee supervised
- Stay up-to-date with Ryan White Standards of Care, legislation, and regulations pertaining to HIV case management
- Support preparation and planning activities for HRSA-required annual site visits and lead/participate in the visits

Reporting: 25%

- Develop an annual program plan in conjunction with the Part B Director
- Prepare timely reports for Directors and progress/final reports for program contracts/grants
- Develop a client service feedback process and generate reports from findings
- Support the completion of the Ryan White HIV/AIDS Program Services Report (RSR)

Administrative: 25%

- Provide supervision, training, and support for program employees and volunteers
- Maintain and nurture relationships with key stakeholders related to client services
- Ensure consistent communication with offsite staff and sub-recipients

EDUCATION AND EXPERIENCE REQUIREMENTS**Minimum Qualification:**

- Bachelor's Degree in Social Work, Human Services, Psychology, Sociology, Public Health, pharmacy, or a related field
- Minimum of 3-5 years of previous work experience in a clinical/pharmaceutical field
- Experience with community outreach and coordination with external stakeholders
- Experience working with basic office and database computer programs, including familiarity with Microsoft Outlook, Word, Excel, Access, SharePoint, and social media outlets

Preferred Qualification:

- Master's degree in public health or closely related field
- Previous experience in pharmacy or insurance
- Previous work experience with those living with HIV

What you'll need to be Successful:

- Previous management experience with employee supervision
- Strong analytical skills and attention to detail
- Ability to work independently and function as a team player,
- Ability to prioritize and meet deadlines
- Excellent communication (i.e., verbal, written) and time management skills
- Experience working in a diverse setting with diverse populations, including people representative of all gender identities, races, and ethnicities, members of the LGBTQ+ community, people who are insecurely housed or homeless, people who use illicit drugs, and people who participate in commercial and/or survival sex work

BENEFITS

MSPHI has comprehensive health and retirement benefits for employees, and personal and medical leave accrual.

- Medical:
 - Provider: BlueCross & BlueShield of MS
 - Waiting Period: Date of Hire
 - Cost: \$80 for employee ONLY
- Dental Insurance:
 - Provider: Guardian
 - Waiting Period: Date of Hire
 - Employer pays 50% of the employee ONLY cost
- Vision Insurance:
 - Provider: Guardian
 - Waiting Period: Date of Hire
 - Premiums are voluntary selections

- Life Insurance:
 - Provider: Bluebonnet Life Insurance Co.
 - Face Amount: \$20,000
 - Employer pays 100% of the employee ONLY cost
- Long Term Disability:
 - Provider: CIGNA
 - Waiting Period: Date of Hire
 - Employer pays 100% of the employee ONLY cost
- PTO:
 - Sick and vacation are combined

Additional Perks:

- Professional Development
- Volunteer Opportunities

How to Apply

Interested individuals should submit a cover letter, and resume with references through the following link.

<https://fs21.formsite.com/G6zWk0/kazagajvlz/index>

No telephone calls or walk-in, please.

Application closing date: Friday, October 4, 2024, by 5:00pm

MSPHI is an equal-opportunity employer and makes employment decisions based on merit. MSPHI's policy prohibits unlawful discrimination based on race, color, religion or religious creed, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender, gender identity, gender expression, age, marital status, status as a protected veteran, physical or mental disability, medical condition, genetic information, or characteristics (or those of a family member), or any other consideration made unlawful by applicable federal, state, or local laws. It also prohibits discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful. MSPHI is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all people involved in the operations of MSPHI and prohibits unlawful discrimination by any employee of MSPHI.