

## **POSITION: MENTAL HEALTH COUNSELOR - UTILIZATION MANAGEMENT**

DATE: April 2016  
PROGRAM: Behavioral Health/Care Crisis Response Services (CCRS)  
REPORTS TO: Utilization Management Program Manager  
HOURS & SALARY: Full-Time/ 4X10-hrs/Graveyard Shift/ DOE  
Location: Everett

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### **GENERAL FUNCTION:**

Utilization Management Counselors provide clinical determination for medical necessity of inpatient psychiatric authorizations for consumers with Apple Health (Medicaid) benefits who reside in the counties of the North Sound Mental Health Administration (“NSMHA”). Utilization Management Counselors work in a call center and inpatient certifications are performed by telephone with no face-to-face contact with clients. This position requires a mental health professional who is able to communicate efficiently with various mental health professionals in the community and have strong documentation/writing skills.

### **POSITION DESCRIPTION:**

- This position facilitates the utilization of psychiatric inpatient services to Apple Health (Medicaid) children and adults who reside in the 5 northern Western Washington counties.
- Provides certification for medical necessity inpatient hospital admissions.
- Initiates case review/consultation/team meetings for all Medicaid clients who highly utilize inpatient services.
- Coordinates with hospitals to arrange an appropriate length of stay and discharge planning for clients.
- Coordinates and facilitates access with allied systems for multi-need clients.
- Complies with all charting, coding and billing procedures as required by regulatory agencies (i.e. Apple Health, NSMHA, HCFA, HIPPA and Volunteers of America Western Washington).
- This position is cross-trained to provide crisis intervention support to crisis line and National Suicide Prevention Lifeline callers.

### **QUALIFICATIONS:**

- Master’s degree in behavioral science, counseling or related field
- Two years experience as a mental health professional working with priority populations
- Registered as a mental health counselor within 30 days of employment required; licensure in the State of Washington preferred
- Demonstrated understanding of the mental health regional system preferred
- Able to work in a busy, stressful environment
- Training or experience working with clients in crisis and/or emergency mental health situation preferred
- Suicide intervention training/ experience highly desired
- Strong clinical documentation skills
- Good computer skills and typing

### **Crisis Line/Triage Clinician**

If you wish to apply for this position, please email your cover letter and resume to: [recruiter@voaww.org](mailto:recruiter@voaww.org).

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