



# Genevive

## Job Description: Transition Specialist LPN

**Job Title:** MSHO Transition Specialist

**Department:** Nursing

**Position Summary:** This position supports the Care Coordination team to meet the member's needs identified by the care Coordinator through the health risk assessment process. They will provide outreach to support our members through transitions. This includes acquiring clinic/hospital information needed for case management, communicating with members of the interdisciplinary team and contacting service providers. This work is directed by the Care Coordinator. The Transition Specialist will assist in securing services for members moving from one living setting to another. They will process authorizations following the guidelines of the health plans and Genevive. This position will follow and uphold the mission of Genevive.

**Supervision Received:** Quality and Compliance Manager

**Supervision Exercised:** None

**Hours per Pay Period:** 80hrs

**Classification:**

Full-Time

Non Exempt

### Education/Qualifications:

#### Required:

- Licensed as a Licensed Practical Nurse (LPN) with active Minnesota License
- Have strong medical/clinical background in geriatrics
- Proficient including extensive knowledge of Office 365, including Word, Excel, Outlook-required
- Ability to type 50wpm or greater

#### Preferred:

- Able to work independently, partially/fully from a home-based office
- Understanding of MA and Medicare Insurance plans-preferred
- Ability to effectively and professionally communicate and work with ethnically diverse populations
- Knowledge of community service organizations, agencies, programs and funding sources.
- Exceptional professional communication, organizational, analytical, and problem solving skills
- Adapt to new processes and responsibilities

#### Essential Functions:

- Acquire clinic/hospital information needed for case management and communicates with members of the interdisciplinary team to facilitate safe transitions (i.e. hospitalizations, observation, ER and move to a higher level of care) and meet the requirements of DHS and the health plans



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- Responsible for outreach to members experiencing a transition or move including follow up appointments and transportation to those appointments
- Responsible for creation of transition team processes and workflows
- Supervision of unlicensed transition team staff including managing time off, performance, employee concerns and workflow
- Work within health plan guidelines to arrange for transportation, bus passes and Go To cards
- Provide proactive outreach to members triggering high risk for hospitalizations
- Create relationships with service providers to increase communications for available services
- Research programs in the community to support our members. Examples: emergency housing, Bridging program, volunteers, emergency rent funding, etc.
- Communicate service details and updates service plan with member/member rep., care team and service providers as changes occur
- Process reductions, terminations, and denial of services in a timely manner as directed by the care coordinator
- Document actions and interactions in the member file
- Work as directed by the care coordinator to ensure service needs are met
- Send letters and documents as required for new and changed services per process guidelines
- Work with confidential patient information, HIPAA compliant
- All other duties as assigned

## **Physical/Mental Demands and Work Environment:**

- Require standing and prolonged sitting associated with a normal office environment
- Perform highly complex and varied tasks requiring independent knowledge and its application to a variety of situations, as well as exercise of independent judgment
- Must be able to prioritize activities when faced with competing demands
- Must be able to communicate effectively and professionally
- Attend offsite meetings as determined by manager
- Must be flexible with job assignments and department changes
- Work is performed in both a normal office environment and home office following HIPAA compliance
- Contact with CC staff, providers, and customers is frequent and occasionally interruptive
- May view computer screens for long periods of time

*The demands 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 job functions.*

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_