



## Position Description

**Position Title:** Provider Support Coordinator

**Reports to:** Executive Director

**FLSA Status:** Exempt, salaried

**Schedule:** Full Time

**Approved:** 9/22/2021

### Job Summary

This position will provide technical assistance to HCBS waiver providers and assist in recruitment, training, and certification.

### Qualifications and Education

- High School diploma
- Experience working as a residential provider/ manager/ or supporting providers in developmental disabilities field.
- Possess effective written and oral communication skills and basic mathematical skills
- Self-directed and results-oriented.
- Knowledge of Medicaid and HCBS Waivers rules and regulations.
- Knowledge residential services in the developmental disabilities field.

### Other Requirements

- Satisfactory results of a chemical dependency test
- Satisfactory results of Criminal Background Check including BCI/FBI
- Proof of a current and valid driver's license for state of residence; must be maintained throughout employment
- Proof of current vehicle liability insurance in at least the minimum required amount for state of residence; must be maintained throughout employment
- Performs role in an ethical and courteous manner at all times

### Typical Duties

The following list describes typical duties of this position but is not intended to be an all-inclusive list. Employees will be asked to perform duties outside of this list based upon the needs of the company and the individuals we serve.

- Maintains current knowledge of HCBS Waiver rule changes, provider certification rules, provider training requirements, and other information pertinent to providers.
- Develop and maintain excellent provider relations.
- Coordinate and facilitate quarterly meetings with the counties and stakeholder to review and update the regional workforce crisis plan
- Plans and holds regional provider meetings.
- Provides technical assistance and support to providers,
- Develops/Provides training to providers on pertinent topics; CPR/First Aid and Med. Admin etc.
- Develops programs to enhance education for providers, and to recruit new providers.



- Coordinate provider payments from county boards; grant applications, quarterly OT reimbursements, vendor applications for payment, invoices, training incentives and reimbursements, etc.
- Assist HCBS independent providers; how to become certified, training, billing, electronic visit verification (EVV) etc.
- Connect independent providers to agency provider if interested.
- Collaborate with county boards to develop new and creative ways to assist providers.
- Attends and participates in Provider Coordinator Workgroup.
- Participates in Medicaid Administrative Claiming (MAC) using the Random Moment Time Studies (RMTS) methodology.
- Informs supervisor immediately of any issues related to fraud, abuse, misappropriation of funds, illegal behavior, HIPAA violations, or any other area of concern that presents risk to the company or those we serve.
- Performs other related duties as required or assigned.

### **Employee Behavior**

- Employees of SWOCOG are expected to perform their roles with the highest degree of ethical behavior, in a kind of caring manner, and to immediately report any instance of fraud, abuse or misappropriation to their supervisor or other company official.
- Disrespectful behavior is not tolerated, and any behavior that constitutes bullying or harassment to others will be grounds for immediate discharge.

### **Worker Injury**

- Employees of SWOCOG who have injury of any kind while working are required to report such injury immediately to their supervisor, and to complete documentation of such injury within 24 hours on company forms.

### **HIPAA and Confidentiality**

- Employees of SWOCOG are expected to protect the confidentiality of the information of the business and of those we serve.

### **Policy and Procedures**

- Employees of SWOCOG are expected to be familiar with the company's policies and written procedures and to abide by them at all times.