



**San Gabriel / Pomona  
Regional Center**

## **Health Care Support Specialist Clinical/ Risk Management Department**

Full-time, Non-exempt;

**Salary Range** - \$25.60- 49.13 Hourly

### **The Organization**

San Gabriel/Pomona Regional Center (SG/PRC) is a private, non-profit agency that is contracted with the State of California, Department of Developmental Services, to provide services to individuals with intellectual and developmental disabilities. SG/PRC has proudly served the San Gabriel and Pomona Valleys since 1986, serving 30 cities in its catchment area. We serve individuals across the lifespan from infants and toddlers, school age children, transition-age youth, to adults and aging adults.

### **The Position**

Under the direction of the Manager of Clinical Services, the Health Care Support Specialist works with Service Coordinators and families to identify and access public and/or private benefits available to eligible clients.

### **Essential Job Functions**

- Process Institutional Deeming (Medicaid Waiver) referrals and send annual Redeterminations to DPSS-LTC.
- Support clients and their families with the Institutional Deeming process. This will include educating parents on Medi-Cal under Institutional Deeming, supporting with the application process, and monitoring timelines.
- Establish working relationships with the Department of Social Services - Long Term Care Office staff.
- Maintains current, centralized information related to public and private benefits to which regional center clients may be entitled (included but not limited to IHSS, Medi-Cal, Institutional Deeming, and private insurance).
- Provide support in coordinating care and services with the Independent Practice Associations (IPA) and medical groups. This will include denial of funding of a recommended medical service, therapy, durable medical equipment, EPSDT services, home health, and CBAS programs.
- Serve as a liaison with the Medi-Cal Managed Care Health Plan, Centers for Medicaid and Medicare (CMS), and California Children's Services (CCS). This will include attending meetings at the county and state level.
- Support in the enrollment/disenrollment of clients into the Medicare Advantage Programs under the federal managed care programs. This is to include Medicare Part D.
- Support in coordinating with the Medi-Cal Managed Care Health Plan the transition of clients into the ICF/SNFs
- Provide consultation for IHSS/Personal Care Hours benefits. This will include reviewing cases when clients/families are requesting advocacy to appeal for an increase of hours.
- Will be knowledgeable and stay up to date regarding changes in public and/or private benefits.
- Support Clinical Services Department during Medicaid Waiver (SDP, 1915(i) SPA, & SIR) and PERM Audits.
- Provide support in accessing medical, dental, and behavioral health services through Medi-Cal/Private Insurance. This would include enrollments, changes in plans or providers, and appeals at 1<sup>st</sup> and 2<sup>nd</sup> level.
- Provide and/or coordinate training for clients, families and providers regarding various benefits available through public sources and private insurance.
- This position provides coverage to other specialized positions within the Clinical Services Department.

### **Employment Standards**

Bachelor's degree in social work, psychology, human development, sociology, public health nursing or a related field and Minimum of 4 years case management experience within a social services, or health care/services environment or healthcare/insurance with at least 1 year experience in the Regional Center System or other agency working with persons with developmental disabilities. Experience working with health systems and advocacy experience and understanding of due process procedures desired.

## **Knowledge and Abilities**

- Understanding of family systems and human dynamics.
- Knowledge of developmental disabilities.
- Good organizational skills.
- Demonstrated ability to work independently and cooperatively as a part of an interdisciplinary team.
- Ability to communicate effectively verbally and in writing at the highest professional level with staff and members of the community.
- Must be a self-starter who can work independently on complex problems, interacting with a wide variety of constituents with multiple priorities.
- Must exercise skill in creative problem solving with minimal supervision and direction.
- Must be proficient in the use of a computer including Microsoft programs.

## **Other Essential Requirements**

- A valid driver's license, reliable transportation and minimum liability insurance coverage is required.

## **SG/PRC Offers an Excellent Benefits Package including:**

- Health Insurance – SG/PRC pays the full cost medical plan coverage for full-time employees. Dependents coverage is offered and available for purchase by employees.
- Dental Insurance – SG/PRC pays the full cost of the Dental DMO and PPO Plan for employees. dependents. We also offer dental coverage to dependents purchased by employees.
- No cost Vision plan for employees
- Paid Time Off – Eligible for 2 weeks of accrued vacation in the first year, 8 hours per month sick time, wellness program, milestone awards and appreciation time off.
- Holidays – SG/PRC offers 20 paid holidays throughout the year
- 9/80 Alternate Work Schedule
- Most positions are offered a hybrid-remote work option
- Retirement plan – SG/PRC Contributes 8% of employees' salary, every pay period into 401(a) SG/PRC also offers a 403 (b) matching plan and matches up to 6.2% of the employee's contribution.
- Pre-Tax Dependent Care Flexible Spending Account for eligible dependent care expenses
- No cost Life, Accidental Death & Disability, Long Term Disability Insurance for employees
- Participate in the Public Service Loan Forgiveness program

## **Professional Development Opportunities & Growth**

SG/PRC values the professional development of staff! Many Services Coordinators and Administrative Staff gain experience and enter into Supervisor, Manager or Director positions.

## **Diversity, Equity, and Inclusion**

At SG/PRC, we value and celebrate diversity! In September 2022, SG/PRC launched an initiative to enhance and strengthen our commitment to diversity and belonging.