

## Behavioral Health Care Management Specialist

Only open to candidates residing in California	Spanish Speaking Required	Position not eligible for sponsorship
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**General Description**

As a bilingual Behavioral Health Care Management Specialist, you will serve as a member liaison, providing vital assistance with care management for HPSM members with behavioral health treatment needs. Your primary focus will be on responding to requests for behavioral health provider matching and guiding members receiving behavioral health care, ensuring they are linked to appropriate providers. You will collaborate closely with provider services to ensure seamless coordination and problem-solving with our network of behavioral health providers. Your role will be pivotal in implementing clear processes across the system and fostering effective communication internally and externally about the behavioral health system and processes.

**Duties & Responsibilities**

**Essential Functions:**

- Independently handle requests for mental health provider matching, assess the request, and facilitate appropriate coordination and follow-up.
- Identify and address barriers to appointment adherence, both individually and by identifying process improvement opportunities.
- Ensure a clear understanding of the complex mental health system and benefits, especially for complex scenarios, including specialty and AOD services provided by BHRS.
- Collaborate with healthcare providers to support referral and provider matching management.
- Initiate and support interdisciplinary team meetings as needed.
- Perform data entry of medical information, maintain tracking, and generate reports.
- Collaborate across departments to share information and support members working with the Customer Support and Integrated Care Management teams.

### Requirements

These are the qualifications typically needed to succeed in this position. However, you don’t need to meet every requirement to apply.

**Education and experience**

- Master’s level education in Mental Health or Social Services OR 5 years of relevant work experience in a behavioral health setting.
- Three (3) years of experience in healthcare, preferably in the behavioral health field (mental health, youth autism services, substance use treatment).
- One year of direct Care Coordination or managed care experience.

**Knowledge of:**

- Bilingual skills, particularly Spanish.
- Proficiency in Microsoft Office Suite applications.
- Care management, Medi-Cal, and Medicare benefits.
- Community resources.

**Ability to:**

- Work cooperatively with others.
- Work cooperatively with others and support team decisions.
- Communicate effectively, both verbally and in writing.
- Adapt to changes in requirements/priorities for daily and specialized tasks.

## Salary and benefits

**The starting salary range** is \$32.35-\$37.60/hour, depending on the candidate's work experience.

**Excellent benefits package** includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

**To apply, submit a resume to [careers@hpsm.org](mailto:careers@hpsm.org).**

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