

# **DUTY STATEMENT**

**LGA:**

**Claiming Unit:**

**Position Title:** Bilingual Care Manager

**MAA Activities Codes:** 4, 6, 8, 15, 17, 20

**Essential Duties and Responsibilities:**

- Conduct outreach to identify and engage clients who may benefit from Medi-Cal covered services, including but not limited to medical, behavioral health, Enhanced Care Management or Community Supports. **(4)**
- Provide culturally and linguistically appropriate information about the availability and benefits of Medi-Cal covered services to eligible individuals. **(4)**
- Refer clients to Medi-Cal-covered services, including Enhanced Care Management, Community Supports, and behavioral health services. **(6)**
- Coordinate non-direct services that support client access to Medi-Cal covered care and service navigation. **(6)**
- Collaborate with managed care plans and community-based providers to ensure clients receive appropriate Medi-Cal-covered services. **(6)**
- Facilitate client access to Community Supports benefits, including housing navigation and medically tailored meals. **(6)**
- Assist clients in accessing Medi-Cal by providing application support and follow-up as needed. **(8)**
- Participate in planning activities related to implementation and delivery of CalAIM programs, including Enhanced Care Management and Community Supports. **(15)**
- Contribute to the development and refinement of workflows and procedures that improve access to Medi-Cal covered services for the Medi-Cal population **(15)**.
- Contribute to the development and refinement of workflows and procedures that improve access to Medi-Cal covered services for agency clients **(17)**.
- Participate in quality improvement efforts that expand the agency's capacity to deliver Medi-Cal covered services for Medi-Cal population. **(15)**
- Attend required MAA training sessions to ensure proper documentation and time study coding for Medi-Cal administrative activities. **(20)**

Name	Signature	Date