



North Sound BH-ASO

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NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION Position Description

TITLE:	Clinical Specialist – Utilization Management
REPORTS TO:	Clinical Manager
ASSIGNED TEAM:	Clinical
FLSA STATUS:	Exempt
CLASSIFICATION:	Grade 35

North Sound Behavioral Health Administrative Services Organization values and seeks diversity, equity, and inclusion as integral to the behavioral health field. We support, embrace, and celebrate everyone's uniqueness, promote inclusion, and commit to remove systemic barriers that affect our workforce, our providers, and the people that receive behavioral health services.

JOB SUMMARY

The Clinical Specialist – Utilization Management position is a member of the Clinical Oversight Team (COT) responsible for supporting the development, implementation, and oversight of a Medicaid compliant, high-quality behavioral health utilization management program within the North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO). This role provides clinical and regulatory expertise to ensure that UM activities—including medical necessity determinations, care coordination, and utilization review are conducted in alignment with Washington State Medicaid requirements, BH-ASO contract standards, and nationally recognized best practices. The Clinical Specialist supports oversight of delegated and contracted providers, contributes to quality improvement initiatives, and ensures that individuals receive timely access to clinically appropriate, least restrictive, and cost-effective behavioral health services across the continuum of care.

North Sound BH-ASO is committed to modeling diversity, equity, and inclusion for the entire organization and in our behavioral health system of care. As an organization we fight racism, inequality, and intolerance. This position represents North Sound BH-ASO in a positive and appropriate manner to outside entities and upholds North Sound BH-ASO's mission, values, and philosophy.

ESSENTIAL JOB FUNCTIONS

1. Utilization Management Operations
 - Conduct prospective, concurrent, and retrospective utilization reviews.
 - Determine medical necessity using standardized criteria.
 - Ensure timeliness and accuracy of UM determinations.
 - Document clinical rationale within the authorization record that demonstrates interrater reliability and regulatory compliance.
 - Execute UM policies and procedures aligned to state contracts and applicable regulations.
2. Care Coordination & Clinical Oversight
 - a. Facilitate transitions between levels of care.
 - b. Support care coordination for high-risk populations.
 - c. Collaborate with providers to address barriers to care
 - d. Coordinates with Tribal Authorities when applicable

- e. Assures that services are provided in a manner that promotes high quality care in compliance with contractual and professional standards.
3. Quality Management & Compliance
 - a. Participate in and conduct audits of UM determinations, documentation, and assists in various Quality Improvement activities.
 - b. Participate in and ensure UM inter-rater reliability (IRR) activities.
 - c. Contribute to corrective action plans.
 - d. Ensure provider compliance with contract or regulatory compliance.
 - e. Interface with a variety of Health Information Systems or other data sources for quality assurance and improvement.
 - f. Identifies and supports Critical Incident (CI) State reporting, Grievance and Appeal system, and supports other general state requirements for BH-ASOs.
4. Reporting and Analytics
 - a. Analyze issues and data, understand and apply contractual obligations and legal mandates, summarize findings, and articulate and execute actions steps.
 - b. Prepare reports for leadership and internal and external committees.
 - c. Support data-driven decision-making.
5. Behavioral Health System Collaboration
 - a. Coordinates and collaborates with HCA, Department of Health (DOH), MCOs, and other stakeholder or partner agencies (Tribal authorities, law enforcement, schools, hospitals, county government, etc.).
 - b. Serve as clinical SME in system initiatives.
 - c. Coordinate, plan, or facilitate and manage various joint collaborative Behavioral Health initiatives.
6. Customer Service & Access
 - a. Promote equitable, culturally competent access to services.
 - b. Provide responsive support to individuals and providers.
7. Department Operations
 - a. Crosstrain and provide backup for Clinical Specialists or provide other program support as needed to ensure coverage of roles and assignments of the clinical department.
8. Other Duties as Assigned.

QUALIFICATIONS

Knowledge of:

- Demonstrated knowledge of child, youth, and family behavioral health systems, including developmentally appropriate assessment and treatment, family-driven care principles, school and community-based service integration, and coordination with child-serving systems (e.g., education, child welfare, juvenile justice).
- Demonstrated knowledge of adult populations with serious mental illness (SMI), including complex clinical presentation, co-occurring disorders, recovery-oriented and trauma-informed care approaches, and experience supporting access to appropriate levels of care across inpatient, outpatient, and community-based services.
- Medicaid Utilization Management Practices, State Medicaid contracting structures, standards, laws, rules and regulations such as applicable HIPAA, 42 CFR Part 2, Washington Administrative Code (WAC), Revised Code of Washington (RCW) and NCQA.
- Experience with the State and regional behavioral health Crisis Systems.

- North Sound Regional Service Area (RSA) to include populations and settings where services are provided.
- Clinical best practice standards: care coordination, person-driven individualized treatment plans, cultural humility, and evidenced-based practices.
- Providing customer service.

Ability to:

- Work efficiently and independently, reporting to and consulting with North Sound BH-ASO Clinical Director, Medical Director and Leadership Team as required.
- Communicate effectively within a team environment.
- Complete and report on assignments on time in an environment of multiple competing priorities.
- Prepare a variety of correspondence, reports, policies and other written materials.
- Plan and organize with ability to track and meet varying deadlines.
- Interpret relevant information to reduce barriers and resolve problems.
- Work collaboratively with a wide variety of individuals including coworkers, individuals receiving or attempting to receive behavioral health services, advocates, public officials, behavioral health and medical professionals, and the public.
- Demonstrate leadership skills.
- Communicate effectively, both orally and in writing, including effective presentation skills.
- Demonstrate proficiency with Microsoft Office and various virtual meeting platforms.

Education and Experience:

- Master's degree in social work, behavioral health, nursing, or a related clinical field and a minimum of four (4) years of progressively responsible and applicable experience.
- Meets Washington State designation requirements as a Mental Health Professional (MHP) and/or Substance Use Disorder Professional (SUDP) and/or Child Mental Health Specialist, as applicable.
- Demonstrated experience applying clinical assessment, diagnosis, and treatment planning for individuals with moderate to severe behavioral health conditions, including co-occurring disorders.
- Experience with utilization management, level of care determinations, care coordination, or clinical review functions in a Medicaid or managed care environment is strongly preferred.

License and Certification:

- Current, active, and unrestricted Washington State license in one of the following (or equivalent):
 - Licensed Independent Clinical Social Worker (LICSW)
 - Licensed Mental Health Counselor (LMHC)
 - Licensed Marriage and Family Therapist (LMFT)
 - Licensed Clinical Psychologist (LCP)
 - Substance Use Disorder Professional (SUDP)
- Valid Washington State driver's license, continuous proof of insurance and a vehicle available for work-related travel throughout employment are required.

WORKING CONDITIONS/PHYSICAL DEMANDS

Work is generally performed in an office environment. Duties involve travelling to other locations to attend meetings and conduct work. Travel outside the local area may be needed to attend seminars or conferences. Duties may include occasional evening meetings. Position requires sitting in meetings or at a desk or computer for extended periods. On occasion, duties will require carrying supplies/materials up to 15 pounds from vehicle to building for meetings and presentations. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee signature below constitutes the employee’s understanding of the requirements, essential functions, and duties of the position.

Employee Signature _____

Date _____

Manager Signature _____

Date _____