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# Example of Case Management Job Description

Our innovative and growing company is hiring for a case management. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for case management

* Analyze physician utilization patterns, comparing to national and individual hospital standards
* Responds to patients and families with knowledge of age specific, infant, pediatric, adolescent, young adult, middle adult and older adult needs based on scope of service of unit/department where assigned
* Performs initial and ongoing clinical assessment via telephone calls to client (injured employee), employer, physician and attorney as indicated
* Measures interventions to determine the outcome of the case manager's involvement to include clinical, financial, variance, quality of life, and client satisfaction
* Maintains client's privacy and confidentiality, promotes client safety and advocacy
* Enters new claims data into the claims management system accurately
* Ensures by confirmation that fax forms and filings required by regulatory agencies have been received
* Assist with arrangement of post-acute care services such as Home Health, Durable Medical Equipment, OP Dialysis, OP IV Infusion, and OP Wound Care
* Assist in arranging post-discharge services
* Conduct patient satisfaction follow up calls

## Qualifications for case management

* Previous experience as a case manager
* Knowledge of healthcare financial, regulatory and payer issue setting
* Knowledge of state, local and federal programs
* Experience with Millimen/Interqual criteria
* PRI/Screen certification
* Work may include occasional publishing and/or pulling, lifting and carrying objects weighing up to 20 pounds such as files, documents and computer printouts