



**NC AHEC Practice Support is growing! Area L AHEC is seeking an experienced healthcare professional to serve on our Tailored Care Management Practice Support Team.**

### **Practice Support Coach – Tailored Care Management**

#### **POSITION SUMMARY:**

This position provides on-site and virtual practice support coaching to behavioral health, intellectual and developmental disability (I/DD) and primary care/specialty physician practices to enable them to thrive in the Tailored Care Management (TCM) model under the North Carolina Medicaid Managed Care Behavioral Health I/DD Tailored Plan.

#### ***Duties and Responsibilities:***

- Provide technical assistance to Advanced Medical Home Plus (AMH+) organizations and Care Management Agencies (CMAs) for TCM for behavioral health, I/DD, traumatic brain injury (TBI), substance use disorder (SUD), Innovation Waiver, and co-occurring disorders.
- Practice support coaching services include all clinical and operational needs of the AMH+s/CMAs including the adequacy and effective use of clinical consultants and building relationships with health-related and social support providers, as required by the TCM model.
- The position reports directly to the Area L AHEC Director of Practice Support and in collaboration with the statewide Tailored Care Management Practice Support Coordinator, Tailored Care Management Continuing Professional Development Coordinator, statewide team of Tailored Care Management Practice Support Coaches, and community subject matter experts.

#### ***Education and Experience:***

- Required experience includes a minimum of a bachelor's degree in a field related to health, psychology, sociology, social work, nursing or another relevant human service area is required.
- Two years of care management experience working directly with individuals with behavioral health conditions (Adult, Adolescent & Child), I/DD, SUD, TBI, Innovations Waiver, co-occurring disorders or serving members with Long Term Services & Supports (LTSS) needs and/or Home & Community Based Services (HCBS) coordination, care delivery monitoring, and care management experience. Candidates with graduate education and/or licensure in the forementioned fields are preferred.

#### ***Additional Required Skills and Abilities:***

- Proficient in Microsoft Office Suite.
- Excellent organizational skills and attention to detail.
- Excellent written and oral communication skills.
- Ability to follow oral and written instructions.
- Ability to manage confidential and sensitive information appropriately.
- Should be well organized, self-directed, able to work independently, with the ability to interact, in a professional manner, with staff, faculty, and the public.
- Must be able to manage multiple responsibilities and meet deadlines.
- Experience in an ambulatory care practice and familiarity with using an electronic health record is necessary.
- Valid NC Driver's License and good driving record.

7/07/2021

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