

PSCS INTENSIVE SERVICES CONTRACT MANAGER - REDMOND, OREGON

BestCare Treatment Services in Redmond, Oregon is recruiting for a PSCS Intensive Services Contract Manager! This is a Full Time regular position that includes a competitive benefits package, FOUR WEEKS of paid time off, NINE recognized holidays, and a retirement account option. Starting wage for this position is \$22.31 - \$29.27 DOE.

BestCare Treatment Services is proud to be one of the longest-term providers of alcohol & drug rehabilitation and mental health services in the Central Oregon region. We got our start in November of 1997, thanks to a partnership between Deschutes County, State of Oregon, and St. Charles Medical Center. From a modest, singular drug rehab center, we have grown to offering residential and outpatient services in four cities in addition to the only Spanish-speaking alcohol and drug rehab facility in the state. We have helped thousands of people find the help they need in a caring and collaborative environment and we remain true to our founding mission:

To advocate and provide compassionate care in the treatment and prevention of addiction and mental illness.

As an agency, BestCare has a family feel with a supportive staff of hard-working professionals whose compassion and dedication is unmatched in our industry. They are smart, kind, innovative and strive to offer the best services available under all circumstances. Does this sound like you? If so, we invite you to join our team by applying for this exciting position.

Located in beautiful Central Oregon, Redmond, Oregon, is home to scenic river gorges, deep desert canyons, and other delightful treasures. The community is tight-knit and is known for its livability, affordability, community spirit as it's easy access to many outdoor activities. The surrounding landscape offers gorgeous snow-capped mountain views, fresh, clean rivers and lakes and breezy high desert plains. Redmond is in close proximity to a myriad of destination locations for fun and relaxation including the breath-taking Cascade Mounts, World Famous Smith Rocks State Park, and Cove Palisades State Park on Lake Billy Chinook just to name a few.

For a video tour of Redmond and Bend, take a look at these videos:

[Visit Redmond Oregon - YouTube](#)

[The Official Bend Oregon Video by VisitBend.com - YouTube](#)

If this sounds enticing, don't wait! Apply today and join the family!

Title:	PSCS Intensive Services Contract Manager
Program:	Redmond Residential Program
Program Location:	Redmond, Oregon
Supervisor:	Program Director
Employment Status:	Full Time Regular

FLSA Classification: Non-Exempt

General Duties: The Pacific Source Community Solutions (PSCS) Intensive Services Contract Manager works under the general direction of the Redmond Residential Program Director, providing services related to all contract needs for the Medicaid population needs for residential clients for BestCare Treatment Services. The PSCS Intensive Services Contract Manager collaborates with SUD providers, BCTS Medical providers and outside sources to provide the best possible level of care for desired outcomes.

Job Relationships:

- Reports to: Redmond Residential Program Director
- Employees Supervised: None

Specific Duties:

- Review all referrals of PSCS members that are sent by SUD outpatient providers that are referring their client to residential treatment.
- Understand and be able to review for medical necessity and appropriateness for residential treatment
- Collaboratively educate SUD providers on the outcomes driven model that is part of the referral process and uphold outpatient engagement prior to residential treatment placement when needed.
- Work with medical director and other BC medical providers for medical review and approval on high medical needs clients.
- Be available to meet or talk with SUD providers to answer questions about referrals and the process
- Prepare updates and submit updates to supervisors/program directors on current status of aftercare data
- Work with non-BC outpatients in obtaining aftercare dates and then enter dates into tracker
- Submit authorizations to Pacific Source
- Submit discharge summaries to Pacific Source
- Submit monthly pre-authorization 'packets' to ensure delegate compliance and quality of review
- Submit Notice of Adverse Benefit Determination letters when appropriate
- Work collaboratively with Intake coordinators and provide clinical information on all approved referrals
- Be able to work in Excel and consistently track approved clients from beginning of approval to end of aftercare for all PSCS clients in residential and detox.
- Submit end of the year report to Pacific Source to support showing that successful outcomes are happening.
- Be responsive to PSCS when needed and work with case managers to resolve concerns
- Regular attendance is an essential function of this position.
- Completes documentation within agency stated timelines.
- Performs other duties as assigned that support the overall objective of the position.

Distinguishing Characteristics: This position requires frequent contact with the public. This position works with individuals and family members who may be in crisis or extreme distress. Situations that may arise in this position may require novel and innovative responses. Successful PSCS Intensive Services Contract Managers are frequently self-starters, require little direct supervision, and are people oriented.

Minimum Requirements:

- A bachelor's degree in Business Administration, Health Administration, or other related field or combination of equitable work and education experience required.
- Minimum three years of experience in health care, managed care, or public health administration industry and/or equivalent experience strongly preferred.
- Excellent organizational skills demonstrating efficient documentation methods.
- Demonstrated successful communication and interpersonal skills.
- Ability to be nimble in a fast-paced environment with competing deadlines.
- Some weekly travel and specialized trainings out of area is required. A valid driver's license is required.
- Qualified candidate must have excellent writing and computer skills including but not limited to Microsoft Outlook, Word, Excel, PowerPoint, and Teams
- Ability to assist the Program Manager in meeting the needs of the community.
- Satisfactory criminal history check conducted through the Oregon Department of Human Services.

Tools and Equipment Used:

Must have competency in using a computer for word-processing, data base and internet usage. Must be able to operate usual office equipment, such as fax, telephone, and photocopy machine. Must have a current and valid driver's license.

Physical Demands:

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

To Apply:

Please complete the application using the link below, and submit along with a cover letter, resume with personal email address for correspondence, any applicable licenses, certifications or degrees with transcripts, and contact information for three supervisory/professional references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](https://bestcaretreatment.org)