Clinical Care Manager

POSITION SUMMARY

Utilizes advanced clinical judgment and critical thinking skills to facilitate appropriate member physical health and behavioral healthcare through assessment and care planning, direct provider coordination/collaboration, and coordination of
psychosocial wraparound services to promote effective utilization of available resources and optimal, cost-effective outcomes.

**Fundamental Components:**

This position is strictly telephonic in a fast paced, production environment. The Clinical Case Manager will: - both outreach and receive calls from members - educate members on their disease processes - educate members on preventative care and wellness - collaborate care with providers - assist members with all of their needs.

**BACKGROUND/EXPERIENCE desired:**

3+ years clinical practice experience, e.g., hospital setting, alternative care setting such as home health or ambulatory care required.

Strong organizational skills, computer skills, and excellent customer service skills are required.

Case management and discharge planning experience preferred

Managed Care experience preferred

Crisis intervention skills preferred

**EDUCATION**
Clinical Care Manager

The minimum level of education desired for candidates in this position is a Associate's degree or equivalent experience.

LICENSES AND CERTIFICATIONS

Nursing/Registered Nurse is required

OR

Mental Health/Licensed Clinical Social Worker is required

OR

Mental Health/Licensed Professional Counselor is required
Nursing/Certified Case Manager (CCM) is preferred

FUNCTIONAL EXPERIENCES

Functional - Medical Management/Medical Management - Case Management/1+ Years
Functional - Nursing/Medical-Surgical Care/4+ Years
Functional - Nursing/Pediatrics/4+ Years
Functional - Nursing/Neonatal Intensive Care/4+ Years
Functional - Nursing/OB/GYN/4+ Years
TECHNOLOGY EXPERIENCES

Technical - Desktop Tools/Microsoft Outlook/1+ Years/End User
Technical - Desktop Tools/Microsoft Word/1+ Years/End User
Technical - Desktop Tools/Microsoft Explorer/1+ Years/End User

ADDITIONAL JOB INFORMATION

Aetna is about more than just doing a job. This is our opportunity to re-shape healthcare for America and across the globe. We are developing solutions to improve the quality and affordability of healthcare. What we do will benefit generations to come. We care about each other, our customers and our communities. We are inspired to make a difference, and we are committed to integrity and excellence. Together we will empower people to live healthier lives. Aetna is an equal opportunity & affirmative action employer. All qualified applicants will receive consideration for employment regardless of personal characteristics or status. We take affirmative action to recruit, select and develop women, people of color, veterans and individuals with disabilities. We are a company built on excellence. We have a culture that
values growth, achievement and diversity and a workplace where your voice can be heard.

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Benefit eligibility may vary by position. Click here to review the benefits associated with this position.

Aetna takes our candidate’s data privacy seriously. At no time will any Aetna recruiter or employee request any financial or personal information (Social Security Number, Credit card information for direct deposit, etc.) from you via e-mail. Any requests for information will be discussed prior and will be

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conducted through a secure website provided by the recruiter. Should you be asked for such information, please notify us immediately.

Employment Type
Regular

Career Band
Professional

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