

OTSEGO COUNTY HAS THE FOLLOWING VACANCY:
Community Services Department
Medication Management Program Assistant
\$41,342 - \$48,772
DATED: May 29, 2025
LAST DAY FOR FILING: June 11, 2025
EOE

DISTINGUISHING FEATURES OF THE CLASS: This work plays an important role in ensuring that client's receive appropriate, safe and effective medication treatment as part of their overall mental health care. This includes working with client's, mental health professionals and support staff, medication providers, as well as hospitals or other treatment facilities. The incumbent is responsible for gathering appropriate medical records to verify/update medication changes or any changes to the client's mental or physical health as well as monitoring whether a medication is actually needed, the client has been compliant with prescribed medication management appointments, chart documentation and other tasks associated with supporting the client's medication management. The work is performed under the general supervision of the Business Office Manager and the administrative supervision of the Director of Community Services. Performs other related duties as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Responsible for answering designated medication line for medication refill request, reschedule medication management appointments, verifying medication requests for correct and appropriate time for refill, and follow-up with response to clients, pharmacies and insurance companies;
- Respond to provider's emails, voice mails, faxes and mail;
- Documentation including keeping accurate records of request for medication, phone calls, and any other pertinent details;
- Meet with clients after appointments to schedule next appointments, verify and update client's demographics including current pharmacy;
- Obtain prior authorizations as needed for medications from client's insurance company;
- Verification of client insurance coverage for medications and needed tests;
- Maintain schedules of medication providers, scheduling all appointments, confirming appointments the day before, scheduling client's transportation as needed;
- Regularly monitor that the client has been compliant with prescribed medication management appointments including tracking missed, rescheduled, and cancelled appointments;
- Ensure pertinent records available for providers before the client's appointment;
- Cover front desk as needed;
- Perform related duties as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of medications and the indications of use; good knowledge of anatomy & physiology and related pathologies; good knowledge of insurance billing and coding; good knowledge of medical terminology mental health practice groups and payors; good knowledge of policies, procedures, rules and regulations governing the operation of a mental health program; ability to compile data and background information; ability to organize and maintain accurate records and files; ability to exercise judgment in interpreting information; ability to communicate effectively both orally and in writing; ability to utilize a computer and associated software programs; ability to establish and maintain effective working relationships with others; ability to maintain the confidentiality and integrity of all medical records; ability to pay close attention to detail.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma; **AND**

- (a) Possession of Medical Assistant, Registered Medical Assistant or similar Certification and two (2) years of full-time experience, or its part-time equivalent as a Medical Office Assistant or similar position OR;
- (b) Possession of a current NYS Education Department issued Licensed Practical Nurse or higher and one (1) year of full-time or its part-time equivalent working in a medication assisted treatment setting OR;
- (c) Three (3) years of full-time experience, or its part-time equivalent as a Medical Office Assistant or similar position.

CLASSIFICATION: Competitive

Applications available at the Otsego County Personnel/Civil Service Department, 183 Main Street, Cooperstown, NY 13326 or online at www.otsegocountyny.gov