



322 Canal Walk • Indianapolis, IN 46202-3268

(317) 261-2060 • Toll free: (800) 257-4762 • [www.ismanet.org](http://www.ismanet.org)

<b>Title</b>	<b>Case Manager, Physician Assistance Program</b>
Status	Salary, Exempt
Reports to	General Counsel
Organization	<p>The Indiana State Medical Association is the common trade association for all physicians in Indiana, representing over 8,000 physicians and medical students. Services include government relations, legal information, practice management, and education.</p> <p>The Indiana State Medical Association Physician Assistance Program is a confidential program dedicated to assisting medical students, residents, and physicians experiencing difficulties in their personal or professional lives. The program addresses a range of concerns, including substance use disorders, psychiatric illness, disruptive behavior and physical illnesses.</p>
<b>Prepared Date</b>	May 2020
<b>Work Environment</b>	<p><i>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.</i></p> <ul style="list-style-type: none"><li>▪ Hours generally Monday through Friday, 8:15 a.m. to 4:30 p.m., with some flexibility on start and end time and additional hours as necessary to complete job requirements.</li><li>▪ Some travel required.</li></ul>
<b>Position Summary</b>	<p>The Case Manager will be responsible for providing consultation, information, referral and follow-up monitoring services to physicians, residents/fellows, and occasional medical student participants in the Physician Assistance Program. In addition, the Case Manager will have administrative duties and projects relating to the program.</p>

**Core  
Responsibilities**

Essential functions include, but are not limited to, the following:

**Case Management**

- Receive and follow up on new inquiries
- Review and implement monitoring contracts with program participants
- Meet with program participants routinely (in office and in field)
- Chart case activity
- Prepare reports and advocacy letters
- Discuss cases with Medical Consultant
- Communicate with relevant individuals and entities regarding cases, as needed (e.g., Medical Licensing Board of Indiana, Office of the Indiana Attorney General, employers, participants' legal counsel, therapists, referral sources)
- Communicate with Medical Review Officer regarding toxicology screen results, as needed
- Consult with ISMA legal counsel, as needed
- Coordinate referrals for evaluations and/or treatment with various facilities
- Correspond with evaluation and/or treatment facilities
- Review evaluation and/or treatment facility reports and recommendations, and consult with facility on any findings
- Attend monthly meetings of the Medical Licensing Board of Indiana and prepare for and testify on behalf on participants, as needed

**Program Administration**

- Maintain program files
- Prepare for and attend Commission on Physician Assistance meetings
- Conduct presentations around the state, as needed
- Attend annual meeting of the Federation of State Physician Health Programs (FSPHP)
- Participate on FSPHP committees, as needed
- Monitor status of participant accounts
- Monitor national listservs and stay apprised of current events impacting physician health programs
- Other duties and tasks as requested

**Supervisory  
Responsibilities**

None

**Requirements**

*The requirements listed below are representative of the knowledge, skill and/or ability required.*

**Required  
Qualifications and  
Education**

- Bachelor's Degree, plus Master of Social Work (MSW) Degree or comparable degree

**Preferred  
Qualifications**

- Indiana Licensed Clinical Social Worker (LCSW) or Indiana Licensed Mental Health Counselor (LMHC)
- Minimum of 5 years' experience working in a clinical setting
- Demonstrated ability to analyze complex clinical information, work in a dynamic environment, multi-task, and collaborate well with others
- Ability to uphold confidentiality of information relating to the program and program participants
- Excellent written and verbal communication skills, as well as time management and organizational skills
- Knowledge of the structure and content of the English language, including spelling, grammar, and rules of composition
- Proficient in Microsoft Office Suite
  
- Indiana Licensed Clinical Addiction Counselor (LCAC)
- Experience with 42 C.F.R. Part 2
- Previous experience working with physicians or other health care providers

**Physical  
Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job the employee is regularly required to sit, talk and hear. The employee is frequently required to stand, walk, reach with hands and arms, and use hands to finger, handle, or feel. The employee is occasionally required to lift up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

*This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required by their supervisor.*

*We recruit and hire applicants without regard to race, color, national origin, religion, sex, age, disability, ancestry, status as a veteran, or any other characteristic protected by federal, state or local law.*

**Application**

To be considered for this position, please submit a cover letter and resume to [careers@ismanet.org](mailto:careers@ismanet.org).