

PROFESSIONAL MEDICAL PERSONNEL AND SUPPORTING STAFF

The office has a physician in a full-time position as a medical director. Clinical staff includes six nurses. Their responsibilities include the establishment and maintenance of a global clinical record, clinical case management with an emphasis on quality improvement, participating in clinical collaboratives, such as the current statewide diabetes collaborative, out-of-state case management, and prior authorizations for services and durable medical equipment. In addition, the clinical unit has responsibility for SURS (surveillance and utilization review) as part of a fraud abuse and detection system. Related to the reorganization, the Office is planning to hire two more nurses to serve a concurrent and retrospective review function. When necessary for consultation on prior authorizations, fair hearings, or exception requests, we have contractual relationships with clinical specialists. The Office contracts with one physical therapist and three dentists through a contract with the Vermont Department of Health. Other Medicaid administrative functions occur in other departments within the agency.

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