



QUALITY ASSURANCE COORDINATOR II

POSITION PURPOSE (DEFINITION)

The Quality Assurance Coordinator utilizes professional clinical abilities and skills to oversee quality assurance functions; supervises assigned staff; performs related work as assigned. This is an exempt position that is exempt from overtime provisions

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintains current knowledge of regulations applicable to treatment and reimbursement under Medi-CAL and other 3rd party payors; interprets rules and regulations accurately.
- Assists in preparation for audits, site certification, program compliance and formal system reviews.
- Oversees monitoring of client eligibility on an ongoing basis. Notifies the Division Director, Clinical Services Director and appropriate staff when a client loses eligibility. Delegates or follows up directly with client to troubleshoot eligibility issues.
- Oversees all administrative processes of referrals to Changing Tides Family Services for mental health services prior to the Clinical Services Director assigning for services.
- Ensures that a system is in place for a systematic review of client charts throughout the year and at the point of discharge to ensure that all signatures are present, all timelines are met with a 95% accuracy rate, all supporting documentation is complete, all authorizations are present, and program eligibility was established.
- Reviews charts to ensure that the assessment, client plan, CANS, and progress notes tie together in what is called “The Golden Thread” with a 95% accuracy rate.
- Systematically prepares reports for the Division Director, Clinical Services Director and appropriate staff person that outline client chart strengths and issues; communicates with appropriate staff corrections that need to be made to charts; tracks completion of corrections; reports noncompliance to Division Director and Clinical Services Director.
- Collaborates with the Division Director to identify and use in a systematic manner various auditing reports in the electronic health record system.
- Monitors service utilization using the electronic health record system. Reports to Division Director and Clinical Services Director all clients exceeding twelve months of continuous service time.
- Audits services for billing on a weekly basis; communicates all discrepancies to appropriate staff and supervisors; conducts final audit of monthly billing and presents documentation the Division Director. Notifies Division Director of all final audit billing issues.
- Develops and implements a system to monitor client satisfaction on a periodic basis and at discharge; prepares a report of findings; makes recommendations for improvement.
- Develops a monthly schedule for security audit review purposes of the electronic health record program; develops a monthly audit schedule of the agency’s portable electronic devices used in

Kerry Venegas, Executive Director | Caitlin Scown, Deputy Director

Family Empowerment Services including agency cell phones and laptops. Reports all audit exceptions to the Division Director.

- Trains staff regarding specific policies, procedures, and documentation requirements.
- Through appropriate delegation oversees all aspects of the client chart, including the set up of new charts, the filing of information, and the ongoing maintenance of the client chart. This includes both paper and electronic components.
- Correctly and efficiently uses the agency's electronic health record software to perform work and run reports.
- May assist in selecting staff and providing for their training and professional development; provides direct supervision to staff.
- May communicate with fiscal and program staff at Humboldt County Health and Human Services regarding fiscal or program issues as assigned.
- May attend meetings in the community as directed; may meet with school personnel and other service providers in the community to problem solve issues with staff and/or services.
- Complies with all mandated reporting requirements.
- Uses a computer to rapidly and accurately enter and retrieve data; demonstrates familiarity with Microsoft Word and Excel.
- May provide administrative support to the Division Director and other staff as requested.
- Complies with Changing Tides Family Services' Personnel Policies and procedures and other formal Changing Tides Family Services' guidelines and policies.
- Maintains confidentiality of client information and complies with HIPAA regulations. May participate as a trainer in the annual training/review of confidentiality and HIPAA regulations. Coordinates HIPAA activities with the HIPAA Privacy and Security Officer.
- Maintains current clinical license in good standing including clinical supervision continuing education units (CEU) certificate.
- Performs related work as assigned.

QUALIFICATIONS

Education and Experience

Requires:

- Licensure as a Marriage Family Therapist or Licensed Clinical Social Worker.
- Experience planning, organizing, and evaluating program operations.
- Experience working in electronic health record systems desired.
- Previous quality assurance experience preferred.

ADDITIONAL REQUIREMENTS

- California Drivers License, proof of current auto insurance, and use of a vehicle for work purposes
- Ability to work a varied schedule including evenings, weekends, and early mornings
- Ability to travel within Humboldt County and out of the county to attend meetings and/or trainings
- Must be able to pass a criminal history and fingerprint clearance