

JOB DESCRIPTION: Compliance Administrator

EMPLOYMENT CATEGORY: At-will, Administration

POSITION HIRED BY: Mid-State Health Network (MSHN)

FULL-TIME/PART-TIME: Full-time

SUPERVISOR: Chief Compliance and Quality Officer

EXEMPT/NON-EXEMPT: Exempt

MANAGEMENT RESPONSIBILITIES: Personnel - Yes
Resources - Yes

CREDENTIALING REQUIRED: No

Position Overview:

Under the direction of the Chief Compliance & Quality Officer the Compliance Manager is responsible for ensuring adherence to Federal and State standards related to monitoring and oversight of delegated functions to MSHN's Provider Network, external quality reviews, and compliance requirements.

Qualifications

Minimum Qualifications

- Bachelor's degree in Business Administration, Psychology, Public or Health Administration, Social Work, or a related field;
- At least five (5) years' experience in working in the mental health and/or substance use disorder field;
- Thorough working knowledge of regulatory and compliance requirements for managed care;
- Knowledge of the principles and practices of continuous quality and performance improvement;
- Knowledge of methods and techniques of research, statistical analysis and report presentation; and
- Flexibility to meet obligations outside of normal business hours.

Preferred Qualifications

- Master's degree in Business Administration, Psychology, Public or Health Administration, Social Work, or a related field
- Experience in and use of data analytics and population health for the purpose of performance improvement;
- Experience in a Michigan Community Mental Health Services Program or a Pre-Paid Inpatient Health Plan;
- Knowledge of managed care compliance requirements;
- Knowledge of all federal statutes surrounding participation in the Medicare and Medicaid programs; and
- Knowledge of Michigan's Mental Health Code and Public Health Code governing substance abuse services.

Required Skills

- Excellent organizational skills and ability to prioritize a workload;
- Strong data management and analytic skills;
- Observes all rules of confidentiality as it relates to consumer information, both internally and in dealing with outside individuals and/or agencies;
- Excellent interpersonal and human relations skills;
- Excellent verbal and written communication skills;
- The ability to publicly present complex information in a concise, understandable format;
- Ability to interact positively and collaboratively with Board members, executives and finance officers to include Community Mental Health Service Programs (CMHSP) and Substance Use Disorder Providers, co-workers, clients, and community representatives from diverse cultural and socio-economic backgrounds;
- Use of a personal computer (PC) for administration and communication;
- Use of Microsoft Office; and
- The ability to legally drive within the State of Michigan.

<u>Responsibilities</u>	<u>Designated Back-Up</u>
Receive and track initial referrals from the Office of Inspector General, MSHN staff, CMHSPs and SUD Providers.	
Complete preliminary investigations including gathering information on claims/encounters, primary source verification reviews, interviews, etc.	
Refer compliance issues/investigations to Compliance Officer for review, direction, and investigation.	
Track, follow up, ensure corrective action plans are completed and maintain records for each compliance related activity	
Completes and submits the Office of Inspector General quarterly program integrity reports.	
Responsible for the coordination and preparation of external audits (MDHHS, EQR, HSAG, OIG, etc.), including the completion of any required plans of correction and implementation and monitoring of corrective action.	
Provides supervision and oversight of the Internal Auditor/Medicaid Event Verification Specialist, and the Quality Assurance and Performance Improvement Managers and related responsibilities	
Review and submits the annual Medicaid Event Methodology Report to the Chief Compliance and Quality Officer.	
Manages and coordinates all aspects of MSHN's Substance Use Disorder and CMHSP Delegated Managed Care/Program site reviews and Medicaid Event Verification reviews through electronic/desk reviews and on-site verification audits, including but not limited to clinical record reviews, administrative reviews, and preparation of requests for plans of correction.	
Manages the day-to-day onsite/virtual site review process, ensuring appropriate adherence to timelines and expectations of the review team.	
Lead for pulling charts, samples, etc. to support review team in conducting appropriate samples.	
Leads the review of audit tools, policies and procedures as necessary to assure compliance with PIHP/MDHHS contract and Medicaid standards.	
Lead for summary analysis and reporting on QAPI site reviews including but not limited to: aggregate results, barriers, challenges, strengths and improvements.	
Ensures Managed Care Audit Management System updates as it relates to reviews and corrective action plans.	
Creates and tracks annual site review schedule and process through MSHN's managed care information and auditing systems and provides progress reporting to MSHN Leadership team.	
Responsible for gathering, aggregating, analyzing and submitting the MDHHS semi-annual credentialing report.	
Responsible for ensuring completion and monitoring implementation of required plans of	

correction resulting from non-compliance with credentialing and recredentialing reporting standards.	
Assists with annual review of all Compliance and Quality Policies and Procedures.	
Observe all rules of confidentiality as it relates to consumer information, both internally and in dealing with outside individuals and/or agencies.	
Be knowledgeable about and actively support: <ul style="list-style-type: none"> • Culturally competent recovery-based practices, • person centered planning as a shared decision-making process with the individual, who defines his/her life goals and is assisted in developing a unique path toward those goals, and; • a trauma informed culture of safety to aid consumers in the recovery process 	
Performs other duties within the scope of the position and as requested/required.	

Compensation

This is a full-time, salaried position with additional benefits. Minimum hours will be 40 per week. The schedule is set in conjunction with the needs of the organization as approved by the Deputy Director.

Environment & Safety

Minimum Physical Requirements

- Ability to exert/lift to 25 pounds of force occasionally;
- Ability to sit for extended periods of time;
- Ability to travel offsite for various meetings, activities, and events; and
- Ability to use computer, telephone, copy machine and various office equipment.

Work Environment

- Remote work office with occasional in-office meeting attendance and on-site provider attendance;
- Ability to be available for non-traditional hours; and
- Occasional travel by automobile.

To carry out this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

My signature below affirms that I have reviewed the job description and agree that it accurately reflects the scope of the position for which I am responsible. Signatures on this document do not constitute nor imply a contract for employment and merely reflect that the contents of this position description are understood by the parties.

Employee Signature

Date

Supervisor Signature

Date