



Mid-State Health Network

JOB DESCRIPTION: Compliance and Quality Coordinator

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 – No,
Resources – Yes

CREDENTIALING: No

Position Overview:

The Compliance and Quality Coordinator of Mid-State Health Network (MSHN) reports directly to the Chief Compliance and Quality Officer. This position will prepare reports, monitor projects, develop communications, monitor external quality review corrective action plans, assist in coordination of external and internal compliance reviews, assist with data collection, aggregation, and monitoring of performance measures.

Qualifications

Minimum Qualifications

- Bachelor’s degree in Business Administration, Public or Health Administration, Social Work, Data Analytics or a related field.
- Two (2) years’ experience in behavioral health or substance use treatment service delivery or public health
- Knowledge of principles and practices of continuous quality improvement.
- Capacity to use data to inform decisions and recommendations regarding program development, quality improvement, resource allocation and expansion of best practices.
- Knowledge and experience in distilling and presenting complex information into high-level written reports and/or high-quality delivery of presentations.

Preferred Qualifications

- Master’s degree in Business Administration, Public or Health Administration or a related field
- Experience in and use of data analytics and population health for the purpose of performance improvement
- Experience and knowledge with project management
- Knowledge of the Michigan Public Behavioral Health System
- Experience working in a Michigan Community Mental Health Services Program, licensed substance use disorder treatment program, or a Pre-Paid Inpatient Health Plan
- 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 behavioral health and substance abuse services.
- Lived experience with behavioral health issues is desired.

Required Skills

- Excellent organizational skills and ability to prioritize a workload amid often competing priorities
- Excellent interpersonal and human relations skills
- Strong data management and analytic skills
- Cultural competency, sensitivity, and the ability to respond to all persons with patience, professionalism, and empathy

- Ability to work in a self-directed environment and meet established deadlines
- Excellent verbal and written communication skills
- The ability to present complex information in a concise, understandable format
- Ability to interact positively and collaboratively with Community Mental Health Service Programs (CMHSP) and Substance Use Disorder Service Providers (SUDSP), co-workers, 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, track and document initial referrals from the Office of Inspector General, MSHN staff, CMHSP, SUD Providers and other sources.	
Assist in the coordination and preparation of external audits (MDHHS, EQR, HSAG, OIG, etc.), to include sending out communications to the provider network, tracking submission of evidence and plans of correction.	
Support the preparation, and submission of required monthly, quarterly, and annual reports related to compliance and quality.	
Complete the schedule for the Delegated Managed Care reviews, pull case file samples, input tools and review findings into MSHN’s managed care information and auditing system, track due dates and plans of correction.	
Develop and monitor PIHP/MDHHS workplan based on contract amendments distributed by MDHHS.	
Disseminate information related to Medicaid Policy Bulletins, revisions to the Medicaid Provider Manual, Provider Letters and memos from MDHHS and monitor completion of workplans as necessary.	
Work with the Information Technology (IT) department staff, Quality Manager and other departments, as appropriate, to develop internal data collection and reporting processes to support new initiatives.	
Provide data analytics support for the performance measures to include aggregation and validation of data.	
Develop and maintain content on website related to Compliance, Customer Service, and Quality.	
Provide quarterly updates for assigned performance measures.	
Support document storage and maintenance within the MDHHS Customer Relationship Management (CRM) system, track and manage due dates, remediation and coordinate submission with the provider network.	
Establish and maintain positive working relationships with beneficiaries, network providers, community partners and regulatory agencies.	
Observe all rules of confidentiality as it relates to beneficiary protected health 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, 	

<ul style="list-style-type: none"> • 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 • principles and practices of diversity, equity, and inclusion 	
Perform other duties as assigned	

Compensation

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

Environment & Safety

Minimum Physical Requirements

- Ability to exert/lift up to 25 pounds of force occasionally and/or up to 15 pounds frequently and/or up to 10 pounds constantly to move objects;
- 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 home office environment with occasional (monthly) in-office attendance.
- Ability to travel within the State of Michigan, as needed.

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.

Employee Signature Date

Supervisor Signature Date