

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: COMPLIANCE MANAGER
DEPARTMENT: MENTAL HEALTH
REPORTS TO: MENTAL HEALTH DIRECTOR

CLASS CODE: 0016
FLSA STATUS: E
DATE: 08/05

JOB SUMMARY:

Under general direction, plans, organizes and performs activities within the compliance program to ensure that the Mental Health Department is compliant with federal, state and local regulations and requirements with regard to Medicaid and Medi-Cal; to identify and assess areas of compliance risk and recommend actions that reduce the risks; to effectively communicate the importance of compliance and maintain and expand its visibility; to participate in compliance training on an on-going basis to departmental personnel and provide assistance and follow-up training; and to create and maintain a proactive, quality-based system of compliance in the department.

DISTINGUISHING CHARACTERISTICS:

This is a single incumbent class reporting directly to the Mental Health Director. This position is responsible for all aspects of Mental Health Department Medicaid and Medi-Cal compliance. This classification is distinguished from the licensed Managed Care Administrator (Quality Assurance) by the broad scope of duties of the Managed Care Administrator to oversee and administer the managed care plan and to monitor the quality of clinical care.

SUPERVISION EXERCISED:

No supervision is exercised. This position may provide training to other staff.

ESSENTIAL JOB FUNCTIONS: *(Not all incumbents perform all the duties listed, nor do the duties listed cover all the duties that may be performed.)*

Regulatory Compliance Functions

Plan, organize, and conduct regulatory compliance systems and functions.

Maintain a current working knowledge of Federal and State regulations and policies as they affect the Mental Health Department through routine review of various Centers for Medicare & Medicaid Services (CMS) manuals, Federal Register notices, and electronic resources, including, but not limited to, the Office of the Inspector General and Center for Medicare & Medicaid Services websites.

Develop and propose updates to written policies and procedures for the operation of a compliance program that implements federal, state and local regulations including, but not limited to, complying with Medicare and Medicaid requirements; appropriate HIPAA requirements.

Monitor and review departmental policies and procedures to ensure regulatory changes in all federal and state programs are integrated and implemented. Conduct on-going reviews of charts and billing records to evaluate effectiveness and operationalization of procedures and programs.

Demonstrate the highest degree of initiative, independent judgment and expertise in administering all aspects of Medicaid and Medi-Cal compliance of Mental Health Department's legal requirements and departmental policies.

Develop a system, including written policies and procedures, for monitoring providers to ensure compliance with applicable state and federal regulations.

Establish a procedure for, and conduct on-going audits/reviews of adherence to adopted policies and procedures and fiscal management requirements.

Identify potential areas of compliance vulnerability in department and provider practices and areas at high risk of non-compliance; ensure corrective action plans are developed to reduce risk; review and monitor the implementation of plans,

up to and including reversal of posted billings.

Establish a timetable for reviews and corrections to ensure the ability to reverse billings in accordance with regulatory time limitations.

Advise managers with respect to findings of compliance issues in their subspecialty areas. When requested or appropriate, prepare written guidance on specific legal and regulatory issues and matters involving compliance.

Coordinate with the County HIPAA Compliance Officer, inquiries, information and investigations regarding the County's privacy and security programs.

Respond in a timely manner to alleged violations of regulations, or unethical or improper conduct; initiate investigative and corrective action as necessary.

Provide staff support for the Compliance Committee.

Prepare for and participate in visits by regulatory agencies.

Reporting and Claiming Practices

Plan and oversee and/or conduct on-going audits and internal reviews of billing and other agency operations to identify and rectify possible barriers to compliance.

Monitor the accuracy of fiscal and computer billing systems.

Track and ensure corrections are made or ensure billing is deleted within the regulatory deadlines.

Training and Credentialing Functions

Participate in employee training that will ensure the Code of Conduct is implemented.

Assist in the development of, and participate in, training and education programs for employees of the Department relevant to a broad spectrum of compliance and privacy issues.

In collaboration with managers, develop a regular schedule and training topic outline in which all MH and provider fiscal staff receive annual training on maintaining compliance.

Establish and maintain a system for tracking completion of all compliance-related training, including Code of Conduct, compliance quality, regulations, and integrity-related training.

Develop a training program for contractors and providers on regulations, policies, and procedures, Code of Conduct, documentation, billing and other compliance requirements.

Monitor credentialing of staff and contractors.

Communications

Ensure employee and contractor awareness of the compliance program through regular and frequent communications.

Update and disseminate procedures and policies that are developed to both ensure compliance and be put into operation with ease.

Implement and update as necessary, written procedures that require managers and employees to report suspected fraud or non-compliance, including the establishment and management of an anonymous hotline and other systems to receive reports of misconduct.

Ensure that any reports of suspected fraud or non-compliance will be handled in a retaliation free manner and that consequences of retaliation are clear.

Respond to and ensure appropriate action is taken in response to inquiries by employees and contractors regarding any aspect of compliance.

Participate in Management Team meetings.

May develop and administer personal service contracts.

Performs other related duties as assigned

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal

General Office Equipment

Vehicle

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, accounting, business administration, health administration or closely related field; and

Five years of responsible experience in a supervisory, administrative or managerial capacity working in any of the following areas: compliance, organizational development, human resources, quality assurance, quality control, fiscal operations; including at least two years in a health or human services setting; or

A combination of education, training and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Valid California Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Principles and practices of organization, time management, public administration, employee relations, and personnel management.

Medicare, Medi-Cal, CMS, HIPAA regulations, and other federal, state and local compliance regulations.

Healthcare management, government compliance, internal audits and risks management.

Health care and social service programs provided by the department.

Auditing and agency assessment functions.

Process improvement, performance measurement and quality management tools.

Ability to:

Demonstrate a detailed understanding of state and federal governmental requirements/expectations for a health care and human services compliance programs and develop and implement a comprehensive compliance and privacy assurance program; coordinate education and training regarding compliance; and monitor and coordinate responses to audits.

Partner effectively with others in handling complex issues and have strong problem solving skills.

Maintain accurate and complete records.

Implement changes in state and federal laws within an organization.

Interpret, apply and enforce laws, regulations, ordinances and policies.

Facilitate and coordinate tasks.

Create systems and process to ensure compliance issues are resolved in a timely manner.

Demonstrate personal diplomacy particularly in difficult or stressful situations.

Utilize software packages including Word, Excel, PowerPoint and Access and on-line communication tools.

Effectively plan work and work independently.

Analyze situations accurately and take effective action.

Communicate effectively both verbally and in writing.

Perform mathematical computations.

Prepare and maintain clear, concise and comprehensive records and reports.

Build strong and effective relationships within the Department.

Establish and maintain collaborative working relationships with staff, other departments, and governmental agencies.

Skill in:

Using tact, discretion, initiative and independent judgment within established guidelines.

Preparing clear and concise reports, correspondence and other written materials.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of directions.

Communicating clearly and effectively, both orally and in writing.

Applying logical thinking to solve problems or accomplish tasks.

Understanding, interpreting and communicating complicated policies, procedures and protocols.

Using a computer terminal to enter and retrieve data and information.

MENTAL AND PHYSICAL ABILITIES:

Work effectively with individuals in sensitive and stressful circumstances.

Follow oral and written instructions.

Perform mathematical computations.

Speak effectively before individuals and/or groups.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

While performing the essential functions of this job, the employee is occasionally required to lift and/or move up to 20

pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.