

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Quality Assurance Coordinator
PROGRAM: 1115
SUPERVISED BY: Senior Director of Medicaid Operations
STATUS: Full-time/salaried/exempt
UPDATED: 6/28/2022

Catholic Social Services is a mission driven, trauma-informed, non-profit agency committed to compassionately serving the poor and those in need, strengthening individuals and families, and advocating for social justice.

JOB SUMMARY:

This position oversees all aspects of the Catholic Social Services behavioral health program quality assurance processes. This position works to support behavioral health program staff in compliance to state and federal laws, and accreditation standards in their clinical decisions, charting, documentation, and billing processes.

Minimum Qualifications:

- A minimum of a Bachelor's Degree in a counseling, psychology, social work, or a related field is required.
- At least two years of work experience that clearly demonstrates the ability to accomplish the essential duties and responsibilities of the position.
- A Master's Degree is preferred.
- Employment is contingent upon receipt of a satisfactory state and federal background check.
- Possess a valid Driver's License

Duties and Responsibilities:

- Conducts internal audits to provide quality assurance and identifies any risk management issues.
- Provide weekly written feedback to individual Case Managers, Mental Health Clinicians, and the Clinical Director as to the status of client charts, those requiring closure/discharge, and those requiring reviews of specific elements.
- Review client records for the presence, completeness, and timeliness of:
 - Behavioral Health Screens
 - Assessments
 - Treatment Plans and Treatment Plan Reviews
 - Progress Notes
- Be knowledgeable in and able to provide assistance with best practices using technological tools (such as current electronic documentation).
- Provide updates to documentation such as Intake Packets, Transition Plans, Discharge Summaries, etc. in order to keep them current and compliant.
- Prepare feedback on documentation and Quality Assurance matters.
- Attend Division of Behavioral Health meetings to stay up to date on current changes and

practices.

- Employees are expected to embrace, support and promote the core values of respect, integrity, trust, compassion and quality that align with Catholic Social Services' mission and vision through their actions and interactions with all patients, staff, and others.
- Conforms to Catholic Social Services' policies, strict employee confidentiality, HIPAA and 42 C.F.R. Part 2 regulations.
- Perform related duties as needed and assigned.

Knowledge and Competencies:

- Knowledge of regulations and guidelines pertaining to compliant billing practices.
- Knowledge of medical terminology and behavioral health terms.
- Knowledge of medical record forms, formats, filing system, and standard codes to establish, analyze, locate, and maintain records.
- Knowledge of ICD-10, CPT, and HCPCS codes.
- Knowledge of applicable privacy and security laws is required as use of personal information and patient records is an integral part of the position and privacy of individuals must be protected to the fullest.
- Ability to translate technical terminology for understanding by non-technical audiences.
- Ability to read, analyze and interpret practice standards, professional journals, technical procedures and federal, state, and local standards, regulations, and requirements.

Physical Requirements: Ability to lift 25 lbs.

Training Requirements: Agency and department orientation and trainings as required. Attend all staff meetings and in-service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____