Position: Quality Assurance Coordinator  
Status: Full-time  
Exemption Status: Non-exempt  
Supervisor(s): Director of Health and Wellness

AGENCY DESCRIPTION:  
Abode Services is a community based organization founded in 1988. Services include support services to families as well as adults without children. The mission of Abode Services is to end homelessness by assisting low-income unhoused people to secure stable, supportive housing and to be advocates for the removal of the causes of homelessness. The agency provides services throughout Alameda, Santa Clara and Santa Cruz County’s; this position will provide services in southern Alameda County.

Program Description:  
Abode Services has two Full Service Partnership Mental Health programs serving people with serious mental health disorders and who are chronically homeless. Overall these programs serve approximately 225 people. One program, Greater HOPE FSP, whose offices are located in Hayward, was established in 2007. The other program, Pay for Success, located in San Jose, will begin in July 2015; therefore, the person hired for this position will be expected to spend their time equally between the Abode Services’ San Jose and Hayward offices.

Job Purpose Summary: This position will supervise the Billing Coordinator while providing support and assistance to the Program Manager, Clinical Supervisor, and other administrative staff to ensure clinical and quality assurance and improvement of billing and data systems, charts, electronic health records, etc.

EXAMPLES OF DUTIES / RESPONSIBILITIES:

- Supervise Billing Coordinator.
- Assist in planning, organizing, developing, evaluating, and when necessary, revising Utilization Review processes.
- Maintain outcome data for the agency that includes the following: examination of aggregate data on outcomes and identification of potential problem and/or patterns of outliers. Develop a data/billing/evaluation plan, which lays out what systems, processes, and other infrastructures are needed to better manage our data systems and the use the data to inform the efficacy and evaluate our delivery of services.
- Develop outcome reports and presents data for distribution. Assist in the evaluation of program outcomes and in preparing reports on program outcomes.
- Assist Clinical Supervisor and Program Manager in internal monthly audits of charts (CQRT), looking for accuracy, completion, quality, and compliance with internal and external regulations; provide summaries and feedback to managers; identify and follow up on plans of correction.
- Work with county representatives to ensure Abode complies with Medicare and Medi-Cal utilization review regulations.
• Provides information on Medicare and Medi-Cal Utilization Review requirements to clinical, supervisory, and management staff.
• Participate with staff in utilization and quality improvement meetings and projects.
• Compile, track, and review denied services; represent Abode in appeal of any adverse decisions.
• Oversee the process for new and closed charts including tracking, printing, filing, and storage.
• Provide support to direct service staff in the efforts to complete charts by specified deadlines and to meet Medi-Cal standards.
• Ensure compliance with HIPAA requirements.
• Work with County Staff to obtain staff IDs and inform managers of changes in county policy and procedures.
• Responsible for training new staff on office policies and protocols related to quality assurance and improvement.
• Establish and maintain positive, collaborative relationships with program staff.
• Assist the Program Manager, Clinical Supervisor, and other staff as needed.

MINIMUM QUALIFICATIONS
• Possession of BA/BS required. MS/MA preferred in Social Work, Psychology, Law, Business Management, Public Health, Health Administration, Public Administration, etc. from an accredited university.
• Must possess two years experience in the Medi-Cal utilization review process. One year of experience providing supervision and direction to staff a plus.
• Knowledge of principles and methods for practices of project planning, system analysis, monitoring, problem solving, implementation and evaluating, development and evaluation.
• Understanding of pertinent laws and regulations regarding mental health and social service programs and the ability to apply state, federal, and local regulations related to quality assurance and utilization review.
• A thorough working knowledge of Medi-Cal regulations and requirements. Basic knowledge and understanding of Medi-Cal Mental Health Services is a plus. Willingness/ability to become the agency expert at Medi-Cal regulations and the policies/procedures of each of our contract counties is a must.
• Ability to work effectively with county representatives to build trust and advocate for the agency.
• Willingness to develop a solid understanding of county billing systems, data systems, and Electronic Health Records systems.
• Knowledge of health care laws and regulations, including HIPAA.
• Knowledge of principles and practices of information privacy laws, access, release of information and release control technologies.
• Excellent organizational, prioritization and management skills, with a strong attention to detail.
• Proficient in using Microsoft Word, Microsoft Excel, internet, email and databases is essential.
• Must be able to demonstrate the ability to effectively, sensitively, and respectfully relate to people from different cultural groups.
• Proven ability to work independently and as an effective and collaborative member of a team.
• Excellent verbal and written skills.
• Reliable transportation and proof of a valid and current California Driver's License and current insurance along with a clean DMV record required.
• Ability to work flexible hours, including occasional weekends and evenings.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.

Equal Opportunity Employer/Drug Free workplace.