

**BestCare Treatment Services
Position Description**

Position Title:	Enrollment Coordinator/Quality Assurance File Auditor
Program:	Jefferson County CCBHC-CMHP
Program Location:	Madras, Oregon
Supervisor:	Program Director
Employment Status:	Full-Time Regular (1.0 FTE)
FLSA Classification:	Non-Exempt / Hourly
Effective Date:	November 2022

Job Summary: The Enrollment Coordinator-Quality Assurance File Auditor works closely under the supervision of the Program Director. In the scope of both roles, the individual in this position works closely with the Program Director and the Quality Assurance Coordinator/CCBHC Data Analyst. The Enrollment Coordinator will be the lead in administering and overseeing the completion of NOMS Patient Questionnaires for the CCBHC and working closely with the CCBHC Program Evaluator for tracking and reporting purposes, regarding the NOMS-National Outcome Measures. For the QA File Auditor part of the position, this individual will review mental health and SUD client charts to ensure clinical documentation requirements are met and/or exceed the minimum standards and note and document any deficiencies. In this part of the position, the QA File Auditor will report file audit findings on an on-going basis to the Program Director and the QA Coordinator/CCBHC Data Analyst.

Essential Functions

1. CCBHC Enrollment Coordinator

- a) Administers the NOMS Patient Questionnaire to incoming clients in mental health and SUD outpatient services in Madras. Assists MH and SUD clinical teams with completing NOMS with existing clients, when needed.
- b) Coordinates closely with administrative support staff in mental health and SUD outpatient to schedule NOMS with incoming clients and, in some cases, with existing clients.
- c) Works closely with the CCBHC Program Evaluator for data tracking and reporting purposes regarding the NOMS.
- d) Provides training to clinical teams or individuals, when appropriate, to train them in how to properly administer the NOMS Patient Questionnaire and related processes.
- e) Stays abreast of any changes to the NOMS to always utilize the current and required questionnaire.

2. Quality Assurance File Auditor

- a) Initially trains with the Quality Assurance Coordinator/CCBHC Data Analyst and other QA staff throughout the agency, to understand and master the QA File Review process and tool which will be utilized for auditing mental health and SUD outpatient client files.
- b) Reviews client chart clinical documentation to ensure the services and documentation meet the state and Medicaid requirements for clinical documentation. Documents any deficiencies or of other quality assurance issues noted. Submits documentation to the Program Director and QA Coordinator/CCBHC Data Analyst for the development of internal training and QA initiatives.

- c) Works closely with the QA Coordinator and may participate in training with clinical teams in mental health and outpatient SUD to help them understand and adhere to required clinically sound services and clinical documentation.
- d) Gathers and analyzes data from a variety of databases and sources. Conducts research related to quality improvement. Creates reports and presentations for advisory councils as requested by the Program Director
- e) Reviews Oregon Revised Statutes, Oregon Administrative Rules, and the Oregon State Integrated Service and Support Rules/ISSR, trains staff, and assists management to monitor for internal compliance
- f) Assists the Program Director to review informal complaints and formal grievances submitted by enrolled members, and critical incident reports. Assists under direction with the resolution of complaints and grievances consistent with practices and principles of clinical risk management. Tracks incident reporting and performs analysis of trends

3. Other duties as assigned by Program Director

Qualifications

Education, Certifications and Requirements

- Minimum High School diploma or equivalent plus 2 years' post-secondary education *required*

Experience Requirements

- Experience working in preferably a behavioral health setting or a primary care clinic or hospital setting which includes working on a team of providers and utilizing an EHR-Electronic Health Record.
- Experience with direct services and customer service with clinic-based patient populations.
- Experience with tracking data, data entry, and writing reports.

Knowledge, Skills, and Abilities

- Ability to handle multiple priorities while remaining composed, and able to see the larger picture beyond the details
- Knowledge of principles and practices of behavioral health administration, quality assurance, and performance improvement
- Knowledge of and/or ability to quickly learn the clinical documentation standards for Medicaid behavioral health billing.
- Excellent interpersonal and communication skills (both oral and written)
- Excellent organizational skills and attention to detail
- Excellent time management skills with a demonstrated ability to meet deadlines
- Demonstrated integrity, professionalism and confidentiality
- Demonstrated empathy, critical thinking, and desire to help others
- Must be able to work independently while also able to be a positive, collaborative team player

- Ability to plan and conduct audits, evaluate clinical documentation against State and Medicaid standards and write clear and comprehensive summaries of client charts reviewed.
- Ability to document processes and procedures and keep workflows functioning over extended periods of time
- Ability to work on concurrent tasks in a fast-paced environment while effectively prioritizing and coordinating work assignments
- Proficiency in using MS Office 365 (Excel, Word, Outlook), databases, internet, and Teams or other virtual meeting applications

Work Environment and Physical Requirements

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The position requires the employee to dress in a manner that meets the standards for professional employees in Jefferson County (casual but neat and clean).

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE EMPLOYER AND THE EMPLOYEE AND IS SUBJECT TO CHANGE BY THE EMPLOYER AS THE NEEDS OF THE EMPLOYER AND REQUIREMENTS OF THE JOB CHANGE.

Employee Signature

Date