

BEHAVIORAL HEALTH COMPLIANCE OFFICER

DEFINITION

Under general direction, develops, manages, plans, organizes, and oversees all compliance functions relating to Behavioral Health Services in Yolo County, including the Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS); ensures compliance with Federal, State, and County laws, rules, regulations, and mandates related to the Health and Human Services Agency (HHS) Behavioral Health Compliance Program; initiates, modifies, and/or administers program policies and procedures; and coordinates activities and services with other divisions, departments, outside agencies, and the community to effect systemic change, cost containment, revenue generation, quality of care, and other strategic goals.

DISTINGUISHING CHARACTERISTICS

This management class is a single position class responsible for the oversight of compliance with all federal and state laws and regulations pertaining to mental health and substance use services. This class works cooperatively with leadership, human resources, and County Counsel in coordinating, monitoring, and reporting on all aspects of the HHS Behavioral Health Compliance Program. The incumbent in this class provides highly responsible and complex regulatory support to executive leadership and provides direct and indirect supervision to lower level supervisory, technical, operational, and/or clerical staff. The incumbent in this class reports to a Branch Director, Health and Human Services or other higher-level executive personnel. This class is distinguished from the higher class of Deputy Branch Director, Health and Human Services in that the latter is the second-level at-will management class responsible for assisting the Branch Director with the programmatic functions of a single branch consisting of several major program areas within the Branch. This class is further distinguished from the related class of HHS Clinical Manager by its focus on compliance versus quality improvement or direct service delivery to clients.

Essential Functions

Duties may include, but are not limited to, the following:

- Creates, manages, administers, trains, and evaluates the Behavioral Health Compliance Program to address fraud, waste, and abuse prevention activities for internal and externally contracted Yolo County behavioral health providers, pursuant to Centers for Medicare (CMS) regulations, Office of Inspector General (OIG) requirements, and Health Insurance Portability and Accountability Act (HIPAA) and healthcare privacy rules.
- Develops policies and procedures to ensure behavioral health compliance and conformance with applicable legislative, regulatory, and policy mandates; recommends and implements approved changes and improvements in behavioral health program policies and procedures.
- Estimates future needs of assigned programs in terms of personnel, equipment, supplies and space; makes appropriate recommendations for funding and budgets; monitors fiscal appropriations and expenditures.
- Develops relationships with and serves as a liaison to other HHS branches, County departments, governmental agencies, community groups and/or other relevant organizations; attends various local, regional, and state committees and task forces
- Conducts internal/external Behavioral Health Compliance audits and investigations; prepares comprehensive reports and recommendations; reports compliance matters and breaches to appropriate state and federal regulatory offices.

- Administers risk analyses and monitors risk as related to HIPAA, 42 CFR, Centers for Medicare and Medicaid Services, OIG regulations and applicable healthcare laws and regulations.
- Oversees all aspects of behavioral health records management including medical records release; subpoena receipt and response; and record maintenance and destruction.
- Directly or through supervisory staff selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; elevates recommendations of discipline and termination to appropriate parties.
- Analyzes new and revised State and Federal laws, regulations, and Information Notices to assess and implement necessary changes in policies, procedures, systems, forms, and publications; keeps abreast of the development of laws and ethics, audit requirements, and documentation.
- Serves as the Discrimination Grievance Coordinator, responsible for ensuring compliance with federal and state nondiscrimination requirements and investigating Discrimination Grievances related to any action that would be prohibited by, or out of compliance with, federal or state nondiscrimination laws, including documentation, data preservation, etc.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Education: Possession of a Master's degree or higher from an accredited college or university in Regulatory Compliance; Public Administration; Health Administration; Social Work; Psychology; or closely related field.

Experience: Four (4) years of full-time experience in the healthcare field, Human Resources, Compliance unit or other professional administrative or management capacity, which includes internal auditing experience and experience in the development of HIPAA, PHI, 42 CFR part 2 and/or Behavioral Health program compliance programs.

Required License/Certification: Current Certification in Healthcare Compliance (CHC) through the Compliance Certification Board preferred. Must obtain, within one year of appointment, and subsequently maintain a CHC.

This class requires incumbents to possess and maintain a valid California driver's license, Class C or higher, to carry out job related duties. Individuals who do not meet this requirement due to a physical or mental disability may request a reasonable accommodation.

KNOWLEDGE AND ABILITY

Knowledge of:

- Principles and procedures of program development, administration, and management
- Theory, principles, and practices of general healthcare, compliance, and auditing
- Applicable Federal, State, and local laws, rules, and regulations relative to mental health, substance use, and related program compliance
- Methods of developing system forms and reports needed for Behavioral Health HIPAA, PHI, and 42 CFR part 2 compliance audits, tracking, etc.
- Methods of legal and factual research, which includes the use of automated systems, Information systems, programs and software, and their application to Behavioral Health Compliance, HIPAA, PHI, 42 CFR part 2 and program compliance.
- Effective interviewing and investigative techniques

- Principles, methods, and techniques of public administration, personnel, and business office management
- Computer software including word processing, spreadsheet and database software, presentation graphics software
- Effective techniques for speaking (public presentations) and training large groups of adult learners
- Project management skills, planning, monitoring and compliance
- Funding sources related to mental health, quality management, substance use and social services
- Methods and techniques used in conflict management and negotiation

Ability to:

- Understand, interpret, analyze, and apply federal, state, and local rules, policies, regulations, and legislation pertaining to Behavioral Health programs and national compliance standards, HIPAA privacy and PHI, and 42 CFR part 2.
- Prepare clear, concise, and accurate reports, correspondence, policies, procedures, training materials and other written materials
- Analyze data, draw logical conclusions, conduct independent reviews, make evaluations, and recommend effective courses of action
- Communicate effectively in oral and written form
- Establish and maintain effective working relationships with both internal and external stakeholders
- Perform trend analyses, project planning, and management
- Recognize and resolve problems, challenges, and issues of a sensitive and/or political nature
- Create, develop, and provide effective compliance training and reference materials

ENVIRONMENTAL & FUNCTIONAL FACTORS:

The incumbent in this class is generally expected to work in an office setting. The incumbent completes work either alone or closely with others. Incumbent is required to communicate verbally with coworkers and clients both in person and on the phone, and to respond to stressful situations in a calm, professional manner. The incumbent may be required to travel throughout the County to various locations for meetings, professional development, investigations, etc.

MEDICAL CLASS:

This class includes administrative or clerical positions requiring light physical effort, which may include frequent lifting of up to ten pounds and occasional lifting of up to twenty-five pounds. Positions perform mostly sedentary office work and may sit for extended periods of time, but may require the ability to stand, bend, stoop, and/or squat occasionally. Ability to place or retrieve items at below waist level may be required. The incumbent must have corrected hearing and vision to perform the essential functions of the job. Additionally, the position requires manual dexterity and eye-hand coordination to use a variety of office equipment, etc.