

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Health Care Compliance Specialist

CLASS CODE: 5515

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification monitor, investigate, evaluate, and consult with contractual healthcare providers to assure compliance with professionally accepted standards of medical care and for instituting quality management processes to assist health care providers.

DISTINGUISHING CHARACTERISTICS:

This is a journey advanced-level Professional classification in the Medical Administrative Series – Medical Records Group job family within the City of St. Louis. Incumbents within this classification perform moderately complex duties with a variety of related tasks. The distinguishing characteristics of this classification include making site visits to assure that national and local standards for patient care are followed and as well as instituting clinical quality management and quality improvement techniques to bring clinical providers into full compliance with applicable standards.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

This is an individual contributor class, meaning the incumbent may be responsible for his/her own work including output, quality and timeliness. Incumbents may, however, explain work processes and train others, such as new employees, in the same or similar job title. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Conducts site visits, client interviews, and random medical chart audits with subcontractors and service providers to evaluate clinical and ancillary health services enabled through funded programs.

Ensures subcontractors and service providers meet federal, state and local standards of care for quality in each service category.

Ensures that current treatment guidelines are followed by primary care providers and that the fiscal manager is aware of the providers' status.

Reviews monthly invoices and quarterly reports of subcontractors to ensure services provided are being implemented in full compliance with contract language and that the scope of work described in the contract is met.

Assesses and evaluates subcontracted services by conducting and analyzing client surveys and/or client level data.

Determines necessary improvements in health care services and consults and assists subcontractor personnel in instituting individual or group-based continuous quality improvement (CQI) techniques to raise the level of service provided.

Maintains knowledge of the latest treatment and technology research.

Develops clinical and non-clinical training modules and provides technical assistance and training as needed to subcontractors to insure understanding of medical developments and research advancements.

Reviews and authorizes clinical exception requests submitted by providers.

Monitors operations of program to ensure compliance with stipulations of grants.

Documents problems with vendors, sites, and programs; reports on emergencies and works to resolve problems; conducts site visits to job sites or business offices to assess qualifications and compliance.

Maintains records for contract compliance and reporting requirements. Maintains data such as meeting attendance, lists of subcontractors, inspection reports and related; analyzes data and submits in report form. Reviews and processes reports for accuracy; reviews reimbursement requests; gathers and organizes data, as requested

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Human Interaction:

Requires the ability to provide guidance, assistance and/or interpretation to others, such as co-workers and the public on how to apply policies, procedures, and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a personal computer, adding machine, motor vehicle and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as activity and attendance reports, medical chart and records, invoices, billing statements, practice protocols, income eligibility forms, guidelines, and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals.

Functional Reasoning:

Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to disease and irate individuals poses a very limited risk of injury.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five (5) to ten (10) pounds, such as training materials.

Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of colors, sounds, tastes, odors and textures associated with job-related objects, materials and tasks, such as evaluating quality of a facility.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.