

 Oroville Hospital	Job Description for Corporate Compliance/RAC Specialist	Department:	Utilization Management/ Corporate Compliance
		Dept.#:	8750
		Last Updated:	08/01/11

Reports To

Corporate Compliance Officer

Job Summary

The Corporate Compliance/RAC Specialist is responsible for operational support duties of the Compliance Department. This position assists in implementing and maintaining the compliance programs to ensure conformity and adherence with all applicable state/federal laws and regulations. The Corporate Compliance/RAC Specialist helps in the coordination and support of compliance audits and examinations. Provides clerical assistance in training personnel on the organizations compliance policies and procedures. Performs a variety of routine daily tasks; reviews reports, prepares correspondence; and participates in special department projects.

Duties

- Data entry into various software products
- AS400, ability to run queries and access billing records and demographic information
- General working knowledge of Oroville Hospital Electronic Health Record
- Answer telephones for Compliance Officer and Quality/Utilization Management
- Report writing, edit documents for grammar, punctuation, spelling and formatting
- Appeal letter writing
- Must organize and prioritize order of work to facilitate Officer/Director's efforts to respond to denials, health insurance audits and recovery audit activities, complaints received on the hotline, and investigations by the Corporate Compliance Officer
- Must be able to multitask and facilitate workflow to meet deadlines. Must meet deadlines as assigned
- Good interaction skills with hospital departments to ensure compliance with quality assurance and utilization management activities
- Assist in the maintenance of the overall Hospital Quality Management program to facilitate and validate hospital department work
- Coordinate and facilitation of chart audits which may include analysis of correct charting, charge entry
- Will work as an assistant to the Corporate Compliance Officer to conduct insurance reviews and audit activities as assigned

Title:	Corporate Compliance: Corporate Compliance/RAC Specialist	August 01, 2011	Page 2 of 3
--------	--	------------------------	-------------

- Facilitation of Compliance audits/investigations by timely record finding and compiling information from additional sources for the Compliance Officer's research and fact finding efforts
- Maintain up to date regulatory files for the competent functioning of the Compliance Office
- File, photocopy and maintain accurate record keeping
- Open and distribute mail
- Assists in the development and design of hospital forms
- Assists other department managers in assembling data relative to specific quality assurance duties
- Maintains statistical files or other files to record special projects as related to Compliance and Quality Assurance as assigned
- Maintains the Utilization Management statistical information in a format acceptable to the Compliance Officer and Utilization Management Director for Medical Staff Committee reporting
- Assists and helps maintain an orderly calendar of Director's meetings and Hospital obligations to facilitate importance of assignments and work within the department
- Maintain office supplies and copy machine, fax machine as necessary to ensure smooth work flow within the office
- Meeting room preparation. Coordinating activities including scheduling, set up, food service, visual aids, etc...
- Assist the Director in Disability Coordinator duties including update of policies and procedures, assisting other departments in obtaining interpreter services as needed. Obtains information regarding flow of department, problem area identification, updated resources and contracts in conjunction with PFS.
- Assists the Officer/Director in Budget information and formation of annual budget request and plan
- Covers duties related to Compliance Hotline in the Officer's absence
- Assists in the annual update of all policies related to Corporate Compliance, Utilization Management and Quality Assurance
- Complies with CMS regulations regarding Quality Assurance Reporting of Measures related to the Outpatient Quality Measures utilizing the CART tool on a quarterly basis
- Assists the Corporate Compliance Officer and Chief Operations Officer in the smooth upload of data on a quarterly basis into the Quality Net Exchange for CMS Quality Measures reporting
- Performs other duties as assigned

Qualifications

- Bachelors Degree in Business, HealthCare Management or related field preferred
- Experience in Compliance, Utilization and Quality in a healthcare setting preferred
- Medical Terminology certificate preferred

Title:	Corporate Compliance: Corporate Compliance/RAC Specialist	August 01, 2011	Page 3 of 3
--------	--	------------------------	-------------

- Computer Skills which include Microsoft Excel. Demonstrated knowledge of and use of charts and graphs required
- Word Processing typing of 40 wpm, certificate preferred
- Excellent telephone skills
- Competent oral, written and composition skills
- Ability to follow written and oral directions
- Demonstrates high level of personal and professional accountability and responsibility
- Self-directed and performs duties independently
- Ability to problem-solve and apply critical thinking skills
- Must have the proven ability to maintain confidentiality
- Must demonstrate excellent customer service and communication skills
- Ability to effectively communicate and coordinate daily work flow to ensure department needs are met
- Must be flexible, dependable, and demonstrate the ability to adapt to change

Lifting Requirements

Sedentary- Considered general lifting not more than 10 lbs. maximum and occasionally lift or carry charts, files and other small articles.

Standing Requirement: 0-2 hours per day.