

JOB DESCRIPTION

Position:	Quality Assurance Specialist, Behavioral Health Care Services
Supervisor:	Program Director for Behavioral Health Care Services
Hours:	20-24 hours/week depending on interest
Salary Range:	DOE
Classification:	Non-Exempt

ALAMEDA FAMILY SERVICES

Alameda Family Services is a non-profit agency that provides comprehensive supportive services to youth, families and children in the City and County of Alameda through several programs: Early Head Start, Head Start, School-Based Services, and Behavioral Health Care Services (Counseling and a Clinical Training Program). The services include groups, developmental screening, home visits and mental health services for new parents and their infants; counseling for youth and their families; parent education classes: early childhood development and family services; coed anger management groups; groups for men involved in domestic violence; sliding scale fee counseling; school based mental health programs; crisis intervention, case management and other support services; and a training program for graduate/post-graduate psychology, MFT and social work students.

THE BEHAVIORAL HEALTH CARE SERVICES PROGRAM

Behavioral Health Care Services encompasses the clinical training program and clinical/counseling staff. Members of the program provide therapeutic services at the Clement main office, as well as numerous off-site locations: School-Based Health Centers, Alameda Point Collaborative, and Head Start.

1. OVERALL RESPONSIBILITIES:

Under the supervision of the Behavioral Health Care Services Director and support of the Program Coordinator, this position is responsible for overseeing quality assurance in collaboration with Program Coordinators, clinical supervisors, therapists and clinical interns by providing documentation and billing support (Medi-Cal contracts as well as private pay) to all clinical staff within the Behavioral Health Services and School-Based Services Programs.

2. JOB DUTIES:

Responsibilities include, but are not limited to:

- Function as the “go-to” MediCal person for any questions from clinical staff and contract management/billing division
- Function as the HIPAA Compliance Officer for the agency.
- Train incoming staff and trainees on documentation standards, general Medi-Cal paperwork and timelines.
- Conduct monthly chart reviews of all open and recently closed charts to ensure good match between billing and documentation as well as ensuring documentation in private pay charts.
- Navigate EHR system to conduct quality assurance activities

- Serve as a liaison between clinical staff /trainees and contract management/billing division.
- Resolve quality assurance issues such as incorrect billing, missing billing, billing without opening forms.
- Receive Medi-Cal reports and, as appropriate, disseminate to therapists.
- Become familiar with each contract and what services are allowable.
- Attend county meetings and trainings to get updated on requirements and procedures. Train staff around these issues and work with Director and Program Coordinator to create protocol.
- Point person with county QA contacts.
- Routinely visit the BHCS website to ensure that all agency standards are relevant and current with county requirements.
- Conduct weekly and monthly CQRT meetings.
- Responsible for county and state audits, Medi-Cal re-certifications, and other county requirements.
- Compile client stats and reports.
- Maintain and update training manuals pertaining to documentation, Medi-Cal, HIPAA, and other QA-related areas.
- Support billing dept.
- Meet weekly with Director for supervision and consultation.
- Other duties as assigned by Director.

MINIMUM QUALIFICATIONS

- Master's degree or higher in Counseling or Psychology.
- Registered associate or licensed preferred.
- At least one year prior experience in working with the administrative requirements of Medi-Cal mental health contracts; preferably Alameda County Medi-Cal.
- Experience with and understanding of Medi-cal documentation requirements, medical necessity definition and evidence-based approaches.
- Experience and preference for a team approach.
- Flexibility, diplomacy, ability to negotiate to positive outcomes.
- Proficient in using Windows Office and Electronic Health Records.
- Excellent communication, organizational, and time management skills is a MUST.
- Experience leading workshops/didactic trainings and/or teaching others about Medi-Cal standards including preparing/creating power point presentations.
- Ability to understand the needs of various systems while also holding in mind the big picture of the program.

Alameda Family Services values diversity and is an equal opportunities employer. Qualified candidates should submit a cover letter and resume to HR@alamedafs.org

