

**VOLUNTEERS OF AMERICA ALASKA  
QUALITY ASSURANCE SPECIALIST-VOA ALASKA  
POSITION DESCRIPTION**

**Position Title:** Quality Assurance/Billing Specialist I&II

**Reports To:** Quality Assurance Manager

**Objective**

This position is responsible for facilitating the implementation and adherence of accreditation standards and regulations required by the State of Alaska Division of Behavioral Health requirements and Integrated Behavioral Health Regulations, CARF, and Medicaid. The Quality Assurance/Billing Specialist monitors and ensures the quality of care within the Electronic Health Record and supports all clinical and billing functions within that system, is the Electronic Health Record Administrator coordinating reports, service tickets, and assistance to the users of the system. Increases both the Quality Assurance and Billing Manager's effectiveness by providing QA and Billing support as needed. Conducts quality assurance activities and works closely with the Quality Assurance and Billing Managers, program supervisors and staff to ensure compliance. The Quality Assurance/Billing Specialist is also responsible for assisting with the Health & Safety program for Assist and ARCH.

This position has two (2) levels designed to provide progressively more responsible and independent work experiences. Progression between job levels is based on the demonstrated ability to successfully handle more progressively responsible assignments.

**Essential Functions, Duties & Responsibilities**

- Conducts quality assurance activities in accordance to CARF accreditation standards, Residential Child Care licensing regulations, State of Alaska Division of Behavioral Health requirements and Integrated Behavioral Health Abuse Regulations.
- Coordinates ongoing updates to Policies and Procedures and ensures current documents are available online and onsite.
- Submit claim adjustments to payors
- Coordinate client statements
- Pursue insurance and client collections
- Maintain billing records by inputting, editing, retrieving, copying, transmitting and analyzing information
- Coordinates preparation and submission of response/corrective action plans and follow-up with Corporate Compliance Audits, SOA DBH, Integrated Behavioral Health Regulations, CARF and Medicaid.
- Provides support for the oversight of the health and safety plan, procedures, schedules and records the completion of drills, building inspections (internal and external) for Assist / ARCH.
- Maintains the above standards and regulations through oversight, compliance activities, initial and ongoing training of staff and ongoing communication with program supervisors.
- Provides new hire and annual documentation training.
- Provides initial technical Electronic Health Record (EHR) training to VOA staff.

- Provides training, guidance, and mentoring for staff on an ongoing basis.
- Scans any paper based client documentation into the EHR.
- Maintains the ScanFile program of archived records.
- Tracks due dates and completeness of clinical documentation.
- Verifies services on treatments plans are ordered from assessment prior to review of service notes in the EHR.
- Reviews progress notes for accuracy prior to signing off in the EHR
- Tracks of critical incident reports, documents trends and identify needed improvements.
- Produces quality assurance reports as required by supervisor.
- Conducts comprehensive chart reviews.
- Conducts billing audits at the Assist and ARCH.
- Submits billing rectifications as needed.
- Participates in managing external audits as needed.
- Responsible for reporting outcomes of client satisfaction surveys to quality assurance committee, management team, and staff to identify trends.
- Responsible for Follow-up Surveys at discharge and annually as required by the Division of Behavioral Health and maintains the database of the information.
- Co-chairs the quality assurance committee with a focus on identifying trends and needed program improvements activities. Compiles the data for the Quality Assurance Committee.
- Responsible for archiving client charts and making sure they are accurate and complete.
- Enters AKAIMS daily encounter data, Client Status Reviews and discharging when applicable. Provides back-up data entry of profiles and individual service agreements as needed.

### **Other Duties**

Assures the maintenance of client confidentiality and the safeguarding of client information as per Federal regulation and agency policy. Performs other duties as assigned or indicated.

### **Knowledge, Skills and Abilities**

- High School Diploma/ G.E.D
- Education in the area of health information management preferred.
- Minimum of two years' experience with Medicaid regulations, billing, and quality assurance
- Ability to make sound decisions based on information available.
- Excellent writing and communication skills
- Ability to work flexible hours (including days, evenings and some weekend hours.)
- Ability to travel if required (must have own transportation.)

### **Working Conditions**

The work environment characteristics and physical demands 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.

- Works in office areas. Interacts with staff, consultants, and outside vendors. May be subjected to interruptions throughout the workday.
- While performing the duties of this job the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to lift up to 25 pounds. The vision requirement includes close vision.

**Acknowledgement**

*Every effort has been made to identify the essential functions of this position. However, this job description in no way states or implies that these are the only duties you may be required to perform. The omission of specific descriptions of duties does not exclude them from the position if the work is similar, related or can be considered essential to this position.*

*I have read and understand this job description and fully understand the requirements set forth herein. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at-will by Volunteers of America Alaska or myself, with or without notice for any reason not expressly prohibited by law.*

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Printed Name of Employee

\_\_\_\_\_  
Signature of Employee

Date: \_\_\_\_\_