UNIVERSITY OF SOUTHERN CALIFORNIA
Director, Healthcare Compliance
Job Code: 133508

OT Eligible: No
Comp Approval: 7/7/2016

JOB SUMMARY:
Manages and provides leadership and direction for the USC faculty healthcare and billing compliance program, which includes, but is not limited to, USC Care Medical Group and affiliated physicians, Herman Ostrow School of Dentistry, Occupational Therapy, Physical Therapy, and the School of Pharmacy. Develops short and long-term strategies for faculty healthcare compliance initiatives. Designs, implements, maintains and communicates an effective faculty healthcare compliance program. Demonstrates the ability to identify trends that may create compliance risk and may require adjusting the healthcare compliance plan to effectively address such risk. Coordinates closely with hospital compliance staff. Works closely with IT staff on electronic health initiatives. Coordinates with Clinical Trials Office (CTO) regarding physician billing compliance initiatives. Coordinates closely with applicable senior management and administrators regarding faculty healthcare compliance efforts and keeps them apprised of compliance issues and initiatives. Provides daily management of healthcare compliance liaison committee.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Directs and provides leadership for the University faculty healthcare and billing compliance program, systems, processes and policies. Develops short and long-term strategies for faculty healthcare compliance initiatives. Designs, implements, maintains and communicates an effective faculty healthcare compliance program. Coordinates closely with hospital compliance staff. Coordinates closely with applicable management and administrators regarding faculty healthcare compliance efforts. Provides daily management of healthcare compliance liaison committee.

Provides University-wide education and communication concerning faculty healthcare compliance programs. Makes presentations educating workforce and others on applicable laws and regulations relating to the program and compliance risk areas. Serves as a consultant to managers regarding faculty healthcare compliance issues and as a resource for compliance training materials.

Coordinates closely with Keck School of Medicine IT and other IT staff on electronic health systems.

Conducts regular assessments to identify potential areas of risk and to determine activities at greatest risk to ensure proper compliance. Conducts research through analytics of available data to identify risks. Conducts focused monitoring and quality assurance reviews to determine level of compliance. Makes recommendations to management, as appropriate or requested.

Conducts or participates in investigations and audits relating to faculty healthcare and billing compliance and works with management to implement corrective action, as appropriate. Coordinates faculty healthcare compliance audit plan design and performance with Audit Services.
Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required. Oversees onboarding and orientation of new employees to ensure understanding of duties, responsibilities, work requirements and performance standards. Establishes, monitors, and authorizes work schedules, time off and leave requests for employees (including student workers) to meet department business requirements. Authorizes overtime and monitors meal and rest periods for non-exempt employees to ensure compliance with University timekeeping requirements and employment policies. Submits time records on behalf of employees who fail to submit timekeeping records, in order to ensure timely payment, as needed.

Participates on committees relevant to faculty healthcare compliance.

Manages the budget related to faculty compliance initiatives in conjunction with Deputy Healthcare Compliance Officer and Associate Senior Vice President, Compliance.

Creates periodic comprehensive compliance reports for management and appropriate individuals and departments as needed. Manages the process of preparing status reports for Integrated Credentialing Committee as they relate to compliance.

Manages inquiries through the compliance helpline related to faculty healthcare and billing compliance. Researches and resolves complex billing and coding inquiries, complaints and problems.

Oversees the direction and maintenance of the University healthcare database. Ensures support is provided to users. Uses the database to measure and benchmark compliance with state, federal, local and administrative requirements.

Maintains currency with University policies, applicable state, federal and administrative laws, regulations and trends impacting healthcare compliance.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: [ ] No  [x] Yes  
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**
Minimum Education:

- Bachelor's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:

- 7 years

Minimum Field of Expertise:

- Directly related professional and supervisory experience in healthcare compliance, including billing compliance. Thorough knowledge of applicable federal, state and local laws, regulations and policies. Strong interpersonal skills to deal effectively and tactfully with people at all levels of management. Demonstrated ability to communicate effectively, both verbally and in writing.

Preferred Education:

- Master's degree

Preferred Field of Expertise:

- Credentialed as a Certified Procedural Coder. Knowledge of university compliance administration and/or experience with implementing healthcare compliance programs.

Skills: Other:

- Analysis
- Assessment/evaluation
- Coaching
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Consulting
- Counseling
- Human resource process and employment knowledge
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Leadership
- Managerial skills
- Organization
- Planning
- Problem identification and resolution
- Research
- Staff development
- Statistical analysis
- Teaching/training

Skills: Machine/Equipment:

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
Photocopier

**Supervises: Level:**
Supervises employees and/or student workers.

**Supervises: Nature of Work:**
Administrative

**Comments:**
Masters or other advanced degree in healthcare related field preferred.

**SIGNATURES:**

Employee: ___________________________  Date:_____________________________

Supervisor: ___________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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