UNIVERSITY OF SOUTHERN CALIFORNIA

Healthcare Compliance Manager

Job Code: 133510

OT Eligible: No
Comp Approval: 7/19/2016

JOB SUMMARY:
Assists with implementation and maintenance of a comprehensive healthcare provider compliance program that includes training, policy development, monitoring auditing, reporting and enforcement. Develops and leads communication and educational plan for management, employees and staff that promotes knowledge of the compliance program and the resources available through the compliance program. Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Collaborates in a proactive manner with operational leaders regarding healthcare compliance risks, controls and new developments in hospital-related compliance laws and regulations. Interacts with providers and coding staff to facilitate modifications to clinical documentation. Assists in the assessment of a variety of complex compliance risk-areas within the health system to develop the healthcare compliance work plan.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Assists with implementation and maintenance of a comprehensive healthcare provider compliance program that includes training, policy development, monitoring auditing, reporting and enforcement. Ensures program fully addresses all elements of an effective compliance program and serves to promote compliance by faculty and staff with the University Code of Conduct, Standards and Policies.

Develops and leads communication and educational plan for management, employees and staff that promotes knowledge of the compliance program and the resources available through the compliance program.

Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees as required. Recommends departmental goals and objectives, including workforce planning and compensation recommendations. Reassesses or redefines priorities as appropriate in order to achieve performance objectives.

Collaborates in a proactive manner with operational leaders regarding healthcare compliance risks, controls and new developments in hospital-related compliance laws and regulations. Provides subject matter expertise and recommends responses/procedures on compliance related matters such as laws, regulations, program guidance for Medicare, Medi-Cal and other regulated payers and other regulatory matters. Coordinates compliance activities with the leadership and the University Office of Compliance.

Interacts with providers and coding staff to facilitate modifications to clinical documentation to improve the overall quality and completeness of clinical documentation. Develops education programs as required and participates in Employee Health Record committees. Reviews the medical record documentation and identifies and conveys deficiencies to physicians.
Assists in the assessment of a variety of complex compliance risk-areas within the health system to develop the healthcare compliance work plan. Independently performs scheduled audits required by the work plan, as well as unplanned investigations. Provides compliance guidance to various senior personnel. Determines appropriate corrective action and ensures that corrective action is taken. Monitors and responds to certain regulatory requests. Represents the healthcare compliance team on various committees as requested.

Conducts independent research in areas pertaining to billing and regulatory compliance (e.g., Medicare, Medicaid and/or other legal authorities.) Develops necessary education and training for management and staff regarding federal payer regulatory requirements and other compliance matters.

Manages audits conducted by vendors and payers. Provides regular status reports to senior management. Assists with coordination of responses to and resolutions of external investigations and audits by government agencies and payers.

Assists with investigations of reports of compliance violations, wrongdoing, etc. Makes recommendations for corrective action, as appropriate. Assists with compliance enforcement and discipline.

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.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

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

**EMERGENCY RESPONSE/RECOVERY:**

Essential: 

☐ No

☐ 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:**

5 years

**Minimum Field of Expertise:**

Demonstrated experience in a healthcare setting in matters relating to compliance. Demonstrated understanding of healthcare operations. Strong interpersonal skills and ability to deal effectively with diverse skill sets and personalities. Strong data analytic and
reporting skills. Excellent oral, written and presentation skills. Requires a minimum of 5 years experience in medical coding, auditing, healthcare claims, utilization review or related experience, with at least 3 years of that experience in the area of compliance. A professional level of knowledge of billing practices and procedures. In-depth knowledge in the areas of Medicare, Medicaid, and commercial insurance billing regulations. Knowledge healthcare licensing/accreditation standards is required as is knowledge of other state and federal laws and regulations which affect corporate compliance operations.

Preferred Education:
Master's degree

Preferred Experience:
7 years

Skills: Other:
Analysis
Assessment/evaluation
Conceptualization and design
Conflict resolution
Consulting
Customer service
Interpretation of policies/analyses/trends/etc.
Knowledge of applicable laws/policies/principles/etc.
Managerial skills
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Research
Scheduling
Statistical analysis
Teaching/training

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Personal computer
Photocopier

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