



## Director of Compliance

### A Brief Job Description:

Summary: Support in building knowledge about and reducing major areas of risk for the organization. Provide support to Care Management Agencies (CMAs) and ACO Reach programs within the **Essen network** by identifying potential opportunities for improvement through Quality and Compliance initiatives. The Quality and Compliance Officer will conduct chart audits in accordance with **CMA's** Policies and Procedures and assist in promoting a culture of compliance within the organization.

**Duties and Responsibilities include the following.** Other duties may be assigned.

- Assist Compliance Officer in monitoring the organizations Compliance and Quality program in connection with relevant laws and regulations.
- Assist in refining, developing, and implementing the organization's risk management program.
- Performs record audits of Care Management Agencies. Aggregates, processes, and distributes audit-related data.
- Review and analyze billing processes, perform audits to monitor efficiency, effectiveness, and compliance, and provide suggestions for more efficient model and workflow process.
- Performs other audits as required; example: Project billing audits and other audits that will be developed or implemented in identified risk areas; understanding levels of potential risk and how to address each risk.
- Identify areas with opportunities for improvement specific to each Care Management Agency (CMA).
- Provide guidance to new Care Management Agencies and to those agencies who are not meeting performance expectations.



- Participate in formal onboarding and orientation of new Care Management Agencies.
- Develop and conduct training on the Quality and Compliance Program.
- Assists with training new employees on compliance procedures. Respond to and resolve formal complaints.
- Assist with the development of internal Policies and Procedures

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Bachelor's degree in Accounting, Risk Management, Healthcare or related field and 5 -10 years of work experience or equivalent education and work experience. Prior Quality Assurance and Compliance experience required. Experience in Health Home Care Management preferred. Certification in Healthcare Compliance (CHC) and Healthcare Privacy Compliance (CHPC) is preferred.

**Required Competencies:**

- Communicating effectively
- Building collaborative relationships
- Valuing diversity and fostering an inclusive environment
- Striving for self-development and taking initiative to be resourceful
- Problem-solving both independently and with others
- Excellent communication and customer service skills



- Adept at learning and using Electronic Health Record and computerized systems
- Comprehensive knowledge of healthcare delivery system
- Strong organizational skills with ability to handle multiple tasks simultaneously
- Adult and Children's Health Home knowledge a plus
- ACO Reach knowledge a plus
- Strong computer skills, e.g. Microsoft Office (Word, Excel, PowerPoint etc.)
- Familiarity with continuous quality improvement and performance indicators
- Experience with Non-Profit Compliance Programs including NYS Mandatory Compliance Programs

**Additional Requirements:**

Respect the confidential nature of all customer information you are exposed to in the course of your work performance. Staff working directly with protected health information /electronically stored protected health information, personally identifiable information, and other patient/consumer/customer data, will abide by the specific procedures and policies outlined by the organizations Code of Conduct and Privacy and Security Policies, New York State regulations and Federal regulations.

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*For more information or to apply, please contact **Bob Hussar, Esq., CHC**  
(518) 487-8258 or send your resume to [recruitment@hccconnections.com](mailto:recruitment@hccconnections.com)*