



Position Title	Quality Reviewer
Reports to	Quality Reviewer Supervisor
Employment Status	Exempt Full-Time
Date last reviewed	December 2021
Approved by	BHC Executive Team – ED/CFO/AD

General Description: This position conducts annual reviews of the California county Mental Health Plans (MHP) and/or the Drug Medi-Cal Organized Delivery System (DMC-ODS) to assess the plan beneficiaries' access to services, timeliness of receiving services, outcomes and quality of care. The reviews include meetings with county staff, contracted providers and stakeholders, review of data-based performance measure reports and extensive report development. This position provides technical assistance and support to the counties throughout California for their quality improvement processes and their Performance Improvement Projects.

Essential Job Responsibilities and Duties:

Reviews

- Conduct and lead external quality reviews for 8-10 DMC-ODSs and/or MHPs each fiscal year (August 1 - June 30)
- Provide “second reviewer” support 2-4 DMC-ODSs and/or MHPs each fiscal year (August 1 - June 30)
- Plan with and coordinate team members for conducting county-based MHP and or Drug Medi-Cal Plan (DMC-ODS) reviews under CalEQRO.
- Prepare and issue review notification packets at least 60 days in advance of the scheduled review.
- Work with the county identified MHP and/or DMC-ODS contact person(s) prior to scheduled review to determine review logistics and an agenda that meets state and federal requirements.
- Conduct a thorough review of documents submitted by the MHP and/or DMC-ODS programs prior to the scheduled review.
- When in-person travel resumed, prepare the travel request after consulting with team members and submit to Operations Manger at least six weeks prior to the on-site review.

- Conduct either a desk, virtual, on-site or combination review with other review team members for 1 to 4 days based on MHP or DMC-ODS size and complexity.
- Prepare a draft report by established deadline for submission to DHCS that synthesizes information from multiple sources, uses analytical reasoning, substantiates all findings logically and adequately, and makes appropriate recommendations for improving access, timeliness, and quality.
- Prepare review summary for DHCS and present findings at the DHCS monthly meeting.
- Respond to report feedback from DHCS and from the county prior to finalizing the report. Ensure final report is posted to the CalEQRO website.
- Interact with DHCS and the MHPs and/or DMC-ODS Plans on an as-needed basis including attending occasional statewide meetings related to quality and performance improvement.
- Other duties as assigned by management.

Technical Support and Quality Assurance

- Conduct peer reviews of other's draft reports to ensure standardized language, analyses, and recommendations.
- Support development of tools and resources for County MHPs or DMC-ODS Plans. Assist in the development of the annual report as requested.
- Provide direct technical support on PIPs and QI processes and performance measures for all 56 County MHPs annually and/or for DMC-ODS Plans.
- Assist with other technical support and quality assurance activities as needed.

Minimum Education and Qualification Requirements:

Education: Any or a combination of the following:

- Master's or Ph.D. in Psychology, Social Work, Nursing, Public Health, or a closely related field.
- Clinical license in psychology, social work, marriage and family therapy, or nursing.
- Accreditation in health care quality improvement, quality review, or performance management (examples include HEDIS certification, CPHQ, LEAN, Six Sigma, etc.).
- Addiction Medicine board certification or credentials.
- SUD credentials for the State of California as SUD counselor, peer, etc.

Qualifications:

- Ability to lead 3-6-member review teams.
- Superior organizational skills.
- Excellent analytical reasoning skills.
- Excellent technical report writing skills.
- Excellent computer skills related to MS Word processing.
- Excellent communication skills, including the ability to properly interact with MHP or DMC-ODS staff of all levels from executive management to line staff and beneficiaries served.
- Excellent interpersonal skills.

- Quick thinking and problem-solving skills as needed on-site.
- Behavioral health service delivery and/or quality improvement work in public behavioral health settings.
- Systems-level understanding of behavioral health or health care delivery including clinical, administrative, operational, and fiscal and information systems.
- Understanding of current trends in behavioral health and health care systems especially in California (examples include wellness and recovery, cultural competence, whole person care, Affordable Care Act and Medi-Cal expansion, dual eligibility (Medi-Medi), care integration, MHSA programs, HEDIS, NQF, IOM, CMS quality and performance measures, and meaningful use).
- Evaluation or review report writing experience.
- Experience conducting focus groups and interviews.
- Experience making presentations in large group settings.
- Ability to do extensive travel within California -up to 25% of time.
- Must have a valid CA driver's license and current auto insurance policy. Must have available transportation and ability to commute to various locations other than the assigned office.
- Ability to drive long distance depending on the county being reviewed.
- Ability to travel up to 7,500 feet altitude depending on the county being reviewed.
- Ability to travel by plane depending on the county being reviewed.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization as directed by the management of the company.

I acknowledge that I have received and read a copy of this job description.

Employee Signature: _____

Employee Name: _____

Date Signed: _____
