

## COMPLIANCE PROGRAM COORDINATOR

### FUNCTION OF THE JOB

Under direction, to perform responsible work supervising and coordinating the corporate compliance and integrity investigations for the Department of Health and Human Services; to perform corporate compliance functions that analyze and provide data integrity information to management for the purposes of planning, controlling, and decision-making, and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Develops, initiates, maintains, revises and seeks final approval from the Compliance Committee and Department Head on compliance plan policies, procedures, and practices to prevent illegal, unethical, or improper conduct.
2. Monitors and reviews departmental policies and procedures; completes annual self-assessment of compliance program and related policies and procedures to ensure that regulatory changes in federal and state programs incorporate Medicare and Medicaid, HIPAA requirements, and the OIG annual compliance program component.
3. Manages the process of identification, measurement, accumulation, analysis, preparation, interpretation, and communication of corporate compliance information used by management to plan, evaluate, and control within an entity, and to ensure appropriate adherence to county, state, and federal standards.
4. Develops and monitors the compliance program budget.
5. Develops, coordinates, and participates in routine multifaceted educational and training programs that focus on the elements of the compliance program, thus striving to ensure that all appropriate employees and management are knowledgeable of, and comply with, pertinent State and Federal health care program requirements.
6. Collaborates with Department of Health and Human Services divisions to direct compliance issues to appropriate existing channels for investigation and resolution.
7. Consults with Corporation Counsel as needed to resolve difficult legal compliance issues.
8. Responds to alleged violations of rules, regulations, policies, and procedures by evaluating or recommending the initiation of investigative procedures; develops and oversees a system for uniform handling of such violations and initiates required notifications.
9. Manages the code of conduct process for department staff.
10. Monitors and coordinates the department integrity audit findings along with the corrective action plan.
11. Identifies potential areas of compliance vulnerability and risk via monitoring and auditing.
12. Develops and implements corrective action plans for the resolution of problematic issues and provides general guidance on how to avoid or deal with similar situations in the future.
13. Researches, analyzes, and interprets new regulations as promulgated by recognized governing agencies and, with approval, implements changes to the County's corporate compliance program.
14. Monitors the performance of the compliance program and related activities on a continuing basis, taking appropriate steps to improve its effectiveness.
15. Obtains and maintains all appropriate licensure/providers as applicable; coordinates the reconciliation of any providership issues and/or problems.
16. Ensures that the services and information produced by the department are accurate, timely, complete, and meet the needs and requirements of other agencies.
17. Coordinates and monitors compliance with privacy and security rules related to the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
18. Performs ongoing information risk assessments and audits to ensure that information systems are adequately projected and meet HIPAA certification requirements.
19. Leads the integrity investigation team to investigate reports related to HIPAA, civil rights, clients, and corporate compliance incidents, and determines any corrective action.
20. Develops and monitors anonymous and confidential reporting mechanisms to report potential compliance issues.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES (continued)

21. Develops and enforces fair disciplinary standards for failure to report participating in non-compliant behavior and/or for permitting non-compliant behavior.
22. Analyzes and distributes all received compliance communications.
23. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
24. Establishes and maintains effective working relationships with employees, staff, representatives of government and other agencies, contractors, clients and the general public.
25. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and regulations (45 CFR Parts 160 and 164) issued by the U.S. Department of Health and Human Services and Subtitle D of the Health Information Technology for Economic and Clinical Health Act (the "HITECH" Act).
2. Comprehensive knowledge of federal, state, and local laws, codes, and regulations, and their effect on corporate compliance for the department.
3. Comprehensive knowledge of rules, regulations, and statutes related to client rights and caregiver misconduct.
4. Comprehensive knowledge of the informed consent rules and regulations.
5. Comprehensive knowledge of the non-retaliation and whistleblower protection rules and regulations.
6. Considerable knowledge of information technology, terminology, computer applications, and capabilities including database, internet access, spreadsheet, word processing, and computerized departmental programs.
7. Considerable knowledge of the state and federal criminal background requirements.
8. Working knowledge of an electronic health record practice management system.
9. Ability to communicate well orally and in writing, and to exercise judgment and discretion in the application and interpretation of departmental policies, rules, and regulations.
10. Ability to establish and maintain effective working relationships with employees, staff, representatives of government and other agencies, contractors, clients and the general public.
11. Ability to interpret and apply agency rules, directives and policies, federal, state, and local laws, rules and regulations.
12. Ability to investigate, gather, analyze, and evaluate data, and to make comprehensive recommendations and reports.
13. Ability to multi-task in a fast-paced agency.
14. Ability to plan, organize, train, assign, and evaluate the work of others.
15. Ability to utilize word processing, database, and spreadsheet programs.
16. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in business, public administration, healthcare administration, or a closely related field.
2. Five (5) years of responsible professional work experience in human services programs, including experience in independently evaluating and investigating compliance issues or; being responsible for compliance policy development, auditing, monitoring, and staff training in the health services industry, or closely related work.
3. A master's degree in an area listed above may substitute for one (1) year of the work experience requirement.