Director, Quality Management & Compliance/Privacy Officer

Job Description

FLSA: Exempt

Reports to: Joint reporting to COO (Quality Management) and VP, Legal Services & Compliance (Compliance & Privacy)

Summary:
The Director, Quality Management & Compliance/Privacy Officer is responsible for oversight and management of corporate quality and compliance activities to include ERISA, HIPAA and ACA, and other areas of regulatory and corporate compliance. The position is responsible for overseeing business compliance with federal, state and professional standards and regulations for all areas of the organization and is responsible for policy and procedure development, maintenance and revision as well as oversight of audit processes. The position will serve as front line leader in monitoring, educating on and promoting compliance, as well as, continuous quality improvement to drive best practices and operational excellence. This position develops and coordinates plans to identify, address and mitigate potential gaps and risks to compliance/customer satisfaction through various processes implemented to support the company’s activities.

This position will serve as the HIPAA Privacy Officer and oversee all ongoing activities related to the development, implementation, maintenance of, and adherence to the organization’s policies and procedures covering the privacy of, and access to, protected health information in compliance with federal and state laws and the organization’s information privacy practices.

This position is expected to oversee the compliance and quality management programs and to develop and mentor the compliance and quality management team(s), ensuring their competence, focus and productivity in relation to their specific job functions or projects. This position will interface with individuals at all levels of the organization.

Specific Duties and Responsibilities:

- Responsible for tracking and reporting on federal and state legislation that impacts MedCost’s products, operations or customers. Includes coordination with various business units to conduct impact assessments and develop project plans that assure compliance is achieved within specified deadlines

- Provide timely regulatory and professional information, consultation and compliance resources to the organization and to customers

- In conjunction with business unit work plans, monitor and promote compliance with applicable laws, regulations, and guidelines and performance measures and quality improvement goals

- Evaluate current policies, procedures and regulatory-specific education and training for company employees and contractors and, as needed, develop or revise such policies, procedures and education/training offerings. Coordinate with shared business unit leads in
preparation and training on relevant regulatory requirements and provisions and preparation for accreditation cycles

- Responsible for providing informational support for internal/external publications, communications and resource documents

- Monitor, support and ensure effective implementation of the following quality systems: compliance and quality committees and activities, management of complaints/grievances, training, internal audits, data and trend analysis

- Oversight, coordination and monitoring of corporate quality management tracking for defined performance measures and quality improvement projects to drive operational excellence with focus on improved quality and customer satisfaction

- Assess and modify current processes to improve compliance, department response time, service quality, risk mitigation, organizational effectiveness and completion of corrective action plans, following up on the status of key compliance or quality management initiatives

- Provide leadership and focused reviews in the specific areas of escalated and complex issue management to include coordination with business unit leaders and key stakeholders to assure root cause analysis and appropriate action taken in areas of deficiency or lack of adherence to policy and procedure

- Verbal and written communication with regulatory agencies and customers on matters relating to DOI complaints and member grievances

- Support of the company’s Risk Management program to include maintenance of policies and procedures, assisting with resolution of risk incidents, reporting and quarterly meetings/updates with management team and oversight of the company’s Business Continuity Plan

- Oversight and management of the company’s Compliance Department, ensuring the Department effectively manages all compliance activities, including:
  - Drafting, review, and auditing of summary plan descriptions, plan documents and amendments prepared by Compliance Specialist(s)
  - Proper maintenance of TPA license and renewal packets/certifications in the various states in which the company conducts business

- Build strong relationships with clients, employees and consumers that promotes trust and respect, demonstrates exemplary leadership and deep subject matter expertise

- Utilizes a project management approach for interdepartmental and interdisciplinary projects to facilitate comprehensive and timely completion of assignments

- Other duties or projects as assigned
HIPAA/Privacy Officer Responsibilities

- Provides guidance and assists in the identification, implementation, and maintenance of privacy policies and procedures in coordination with organization management and administration, the Risk Management Committee, and legal counsel
- Performs initial and periodic privacy risk assessments and conducts related ongoing compliance monitoring activities in coordination with the entity’s other compliance and operational assessment functions as a function of the company’s Risk Management Program
- Works with legal counsel and management, business units, and committees to ensure the organization has and maintains appropriate privacy and confidentiality consent, authorization forms, business associate and trading partner, agreements, and information notices and materials reflecting current organizational practices and regulatory requirements
- Oversees, directs, delivers, or ensures delivery of, privacy training and orientation to all employees, volunteers, medical and professional staff, contractors, business associates, delegates, contractors, and other appropriate third parties
- Participates in the development, implementation, and ongoing compliance monitoring of all trading partners and business associates, to ensure all privacy concerns, requirements, and responsibilities are addressed
- Responsible for ensuring appropriate practices, policies and procedures are in place regarding access to protected health information, as required by law and to allow qualified individuals to review or receive a report on such activity
- Works cooperatively with applicable business units in overseeing patient rights to inspect, amend, and restrict access to protected health information when appropriate
- Establishes and administers a process for receiving, documenting, tracking, investigating, and taking action on all complaints concerning the organization’s privacy policies and procedures in coordination and collaboration with other similar functions and, when necessary
- Ensures compliance with privacy practices and consistent application of sanctions for failure to comply with privacy policies for all individuals in the organization’s workforce, extended workforce, and for all business associates, in cooperation with Human Resources, the information security officer, administration, and legal counsel as applicable
- Initiates, facilitates and promotes activities to foster information privacy awareness within the organization and related entities
- Reviews all system-related information security plans throughout the organization’s network to ensure alignment between security and privacy practices, and acts as a liaison to the Information Technology department
- Works with all organization personnel involved with any aspect of disclosure of protected health information, to ensure full coordination and cooperation under the organization’s policies and procedures and legal requirements
- Maintains current knowledge of applicable federal and state privacy laws and accreditation standards, and monitors advancements in privacy best practices to ensure organizational adaptation and compliance
- Serves as information privacy consultant to the organization for all departments and appropriate entities
Experience and Qualifications:

- Five or more years’ experience in the health care industry and involvement in compliance and quality management roles
- Comprehensive knowledge of ERISA, HIPAA, COBRA, PPACA, employee benefit, and health care regulations and best practices for corporate compliance in each of those areas
- Leadership experience and proven success in building relationships and credibility quickly with key stakeholders and subject matter experts in relevant compliance or quality management activities
- Experience reviewing and providing regulatory guidance and compliance project management
- Outstanding written and verbal communication skills
- Strong interpersonal skills
- Extensive knowledge of all key components of performance improvement and quality assurance programs to include national accreditation programs
- Ability to work collaboratively in an organizations that includes business leadership working toward a common goal
- Experienced in the management of the complaint handling process and compliance related quality professionals
- Strong organization and project management skills
- Microsoft Office proficiency
- Leadership and managerial skills with proven ability to meet deadlines
- A “hands on” individual who is capable and dedicated to getting the job done with minimal support and supervision