



Director, University Clinical Services Compliance Job Description

JOB INFORMATION

<i>Job Code:</i>	133508
<i>Job Title:</i>	Director, University Clinical Services Compliance
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	Supervises employees and/or student workers.
<i>Job Family:</i>	Compliance Office
<i>Job Family Group:</i>	Compliance
<i>Management Level:</i>	4 Administrator

JOB SUMMARY

Manages and provides leadership and direction for the USC faculty healthcare and billing compliance program, which includes, but is not limited to, USC Care Medical Group and affiliated physicians, Herman Ostrow School of Dentistry, Occupational Therapy, Physical Therapy, and the School of Pharmacy. Develops short and long-term strategies for faculty healthcare compliance initiatives. Designs, implements, maintains and communicates an effective faculty healthcare compliance program. Demonstrates the ability to identify trends that may create compliance risk and may require adjusting the healthcare compliance plan to effectively address such risk. Coordinates closely with hospital compliance staff. Works closely with IT staff on electronic health initiatives. Coordinates with Clinical Trials Office (CTO) regarding physician billing compliance initiatives. Coordinates closely with applicable senior management and administrators regarding faculty healthcare compliance efforts and keeps them apprised of compliance issues and initiatives. Provides daily management of healthcare compliance liaison committee.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		7 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Directly related professional and supervisory experience in healthcare compliance, including billing compliance.
X		Thorough knowledge of applicable federal, state and local laws, regulations and policies.
X		Strong interpersonal skills to deal effectively and tactfully with people at all levels of management.
X		Demonstrated ability to communicate effectively, both verbally and in writing.
	X	Masters or other advanced degree in healthcare related field preferred.
	X	Credentialed as a Certified Procedural Coder.
	X	Knowledge of university compliance administration and/or experience with implementing healthcare compliance programs.

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Directs and provides leadership for the University faculty healthcare and billing compliance program, systems, processes and policies. Develops short and long-term strategies for faculty healthcare compliance initiatives. Designs, implements, maintains and communicates an effective faculty healthcare compliance program. Coordinates closely with hospital compliance staff. Coordinates closely with applicable management and administrators regarding faculty healthcare compliance efforts. Provides daily management of healthcare compliance liaison committee.				
Provides University-wide education and communication concerning faculty healthcare compliance programs. Makes presentations educating workforce and others on applicable laws and regulations relating to the program and compliance risk areas. Serves as a consultant to managers regarding faculty healthcare compliance issues and as a resource for compliance training materials.				
Coordinates closely with Keck School of Medicine IT and other IT staff on electronic health systems.				
Conducts regular assessments to identify potential areas of risk and to determine activities at greatest risk to ensure proper compliance. Conducts research through analytics of available data to identify risks. Conducts focused monitoring and quality assurance reviews to determine level of compliance. Makes recommendations to management, as appropriate or requested.				
Conducts or participates in investigations and audits relating to faculty healthcare and billing compliance and works with management to implement corrective action, as appropriate. Coordinates faculty healthcare compliance audit plan design and performance with Audit Services.				
Recruits, screens, hires, trains and directly supervises all assigned subordinate staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels, disciplines and/or terminates employees as required. Oversees onboarding and orientation of new employees to ensure understanding of duties, responsibilities, work requirements and performance standards.				
Establishes, monitors, and authorizes work schedules, time off and leave requests for employees (including student workers) to meet department business requirements. Authorizes overtime and monitors meal and rest periods for non-exempt employees to ensure compliance with University timekeeping requirements and employment policies. Submits time records on behalf of employees who fail to submit timekeeping records, in order to ensure timely payment, as needed.				
Participates on committees relevant to faculty healthcare compliance.				
Manages the budget related to faculty compliance initiatives in conjunction with Deputy Healthcare Compliance Officer and Associate Senior Vice President, Compliance.				
Creates periodic comprehensive compliance reports for management and appropriate individuals and departments as needed. Manages the process of				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
preparing status reports for Integrated Credentialing Committee as they relate to compliance.				
Manages inquiries through the compliance helpline related to faculty healthcare and billing compliance. Researches and resolves complex billing and coding inquiries, complaints and problems.				
Oversees the direction and maintenance of the University healthcare database. Ensures support is provided to users. Uses the database to measure and benchmark compliance with state, federal, local and administrative requirements.				
Maintains currency with University policies, applicable state, federal and administrative laws, regulations and trends impacting healthcare compliance.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. 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.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.