

Job Description: *EQRO Quality Reviewer - FT*

Job Title	EQRO Quality Reviewer (QR)
Reports to	Quality Reviewer Supervisor
Employment Status	Exempt / Full-Time
Location	Hybrid Remote Home Office & assigned On-site County Quality Review locations
Date last reviewed	March 2023
Approved by	BHC Executive Team

General Description:

- This position conducts annual external quality reviews (EQRs) of the California county Mental Health Plans (MHP) and/or the Drug Medi-Cal Organized Delivery Systems (DMC-ODS) as part of the annual California behavioral health (BH) External Quality Review Organization (EQRO).
- The QR is responsible for conducting EQRs and EQR-related activities, including but not limited to: coordination of review activities; validation and analysis of Performance Improvement Projects and performance measures; facilitated focus group discussions with county staff, contracted providers, beneficiaries, and other stakeholders; evaluation of access, timeliness, and quality of care provided to Medi-Cal beneficiaries; provision of technical assistance; and technical report writing.
- The QR must possess knowledge of clinical behavioral health service delivery, operations, and administration in a public behavioral health system.
- This position requires periodic travel throughout California.

Essential Job Responsibilities and Duties:

Quality Reviews

- Plan, lead, and coordinate 8-12 BH EQRs, depending on county size and complexity, each fiscal year (July 1 - June 30).
- Provide “second reviewer” support for 2-4 BH EQRs each fiscal year (July 1 - June 30).
- Prepare and issue review notification packets within assigned timeframes.
- Coordinate all aspects of the EQR with the county identified BH contact person(s) and BHC review team to ensure an EQR that meets state and federal requirements.
- Conduct a thorough review of core pre-review documents prior to the scheduled review.
- Coordinate review team travel for each on-site review activity.
- Conduct EQRs with other review team members for 1 to 5 days, based on county size and complexity.
- Facilitate key informant interviews and focus group discussions regarding access, timeliness, and quality of services provided for Medicaid beneficiaries.

- Document review findings utilizing established protocol.
- Prepare high-quality technical reports by established deadlines that synthesize findings from multiple sources, use analytical reasoning, substantiate all findings logically and adequately, and make appropriate recommendations for improving access, timeliness, and quality.
- Participate in the production of statewide annual aggregate technical reports.
- Prepare review summary for DHCS and present findings at the DHCS monthly meeting.
- Adjudicate preliminary report feedback from DHCS and County BH Plans prior to finalizing the report.
- Performance Measure validation and analysis
- Determine system-level strengths, opportunities for improvement, and recommendations from the EQR activities.
- Other duties as assigned by management.

Technical Support and Quality Assurance

- Participate in internal staff trainings and staff meetings.
- Interact with DHCS and County BH Plans on an as-needed basis including attending occasional statewide meetings related to quality and performance improvement.
- Conduct peer reviews of technical reports to ensure standardized language, analyses, and recommendations.
- Support development of tools and resources for County BH Plans.
- Assist in the development of the annual report as requested.
- Provide direct technical support on PIPs, Performance Measures, and other EQR-related activities for all County BH Plans as needed.
- 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; supervisory and management level experience within a county behavioral health system may be deemed commensurate with advanced degrees.
- Clinical license in psychology, social work, marriage and family therapy, substance use counseling, or nursing preferred
- 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:

- 3-5 years of experience in clinical behavioral health (mental health and/or substance use disorder) service delivery, quality management, program evaluation, or related experience.
- Ability to lead 3-6-member multidisciplinary review teams.
- Superior organizational skills.
- Excellent analytical reasoning skills.
- Excellent technical report writing skills.
- Excellent word processing and basic spreadsheet skills.

- Excellent communication skills, including the ability to properly interact with MHP, DMC-ODS, and DHCS 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.
- Superior organizational skills.
- 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, MHPSA 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.
- Must have residence in the State of California.

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.

Salary Range: \$94,000 - \$114,000

Behavioral Health Concepts, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

If interested in and qualified for this position, please send resume to:

careers@bhceqro.com

Subject: QR Position