



San Francisco Department of Public Health

Daniel Tsai
Director of Health

City and County of San Francisco
Daniel L. Laurie
Mayor

CLASSIFICATION AND TITLE: 2112 Medical Records Technician

JOB DESCRIPTION: Compliance Auditor

The Office of Compliance and Privacy Affairs Compliance Auditor is responsible for conducting compliance audits to protect against, detect, and correct fraud, waste, and abuse. This individual assures compliance and conformity with all applicable federal and state laws governing the claiming for services provided by the San Francisco Department of Public Health and its contracted providers.

Under the general direction of the Chief Integrity Officer, OCPA Deputy Director, and the OCPA Compliance Officers, the OCPA Compliance Auditor will conduct compliance audits to ensure that DPH's billing and claims meet all regulatory requirements. This individual will also support provider credentialing activities and provide education and outreach to DPH services areas to improve documentation based on the outcome of conducted compliance audits.

OCPA is currently hiring for three Compliance Auditor positions. One position will be assigned to the Behavioral Health Compliance Unit, one will be assigned to the Laguna Honda Hospital Compliance Unit, and one will be assigned to the Zuckerberg San Francisco General Hospital Compliance Unit.

LOCATION: This position will be located either at 1380 Howard Street, Laguna Honda Hospital and Rehabilitation Center, or Zuckerberg San Francisco General Hospital.

SCHEDULE/SHIFT: Monday – Friday, 8:00 AM to 4:30 PM

ESSENTIAL DUTIES: Under the general supervision of the Chief Integrity Officer, OCPA Deputy Director, and the designated Compliance Officer, the Compliance Auditor performs the following duties:

- Performs chart audits and compliance audits for their assigned service area, including audits of provider services and credentialing files. Drafts audit summaries and reports.
- Provide support to BHS credentialing specialists and claim auditors.
- Uses electronic health record systems and interfaces with DPH department or contracted agencies/providers to obtain medical records.
- Analyzes and compares medical records across legacy systems and current electronic health record systems. Monitors and confirms revisions/corrective actions of health records by staff.



San Francisco Department of Public Health

Daniel Tsai
Director of Health

City and County of San Francisco
Daniel L. Laurie
Mayor

- Assists in development of staff training materials, standard work protocols, and policies and procedures that serve to ensure consistency in the review, analysis and reporting of medical record compliance.
- Assists in the development and implementation of OCPA websites and other communications.
- Uses computers and other methods to track and report the consultation activities delivered to providers and administrators as well as audit and investigation activities. Collaborates with Compliance staff to identify quality improvement and technical assistance targets based on quantitative and qualitative data.
- Provide consultation to medical staff (physicians, nurses, pharmacists) psychosocial staff (LCSW, MFT, PCCI, PhD, rehabilitation counselors) and to non-clinical staff to ensure they can access the required compliance information that is needed (e.g., policy, guidance, manual).
- Maintains awareness and knowledge of current standards and policies related to medical record procedural coding (CPT; HCPCS); behavioral health diagnosis (DSM; ICD) and reimbursement in publicly funded insurance programs (Medicaid; CHIP; Medicare); and privacy standards and practices (HIPAA; CFR42 Part 2).
- Assists with compliance risk assessments and participates in the development of compliance tools.
- Assists in the investigation of possible compliance violations, and in developing corrective action plans.
- Maintains confidentiality of all information.
- Maintains effective working relationships with staff, management, providers, and medical center community contacts and contractors. Establishes and maintains relationships with assistants and other personnel as resources for performing job responsibilities.
- Performs other related duties as assigned.