**Mat-Su Services for Children and Adults**

**JOB TITLE:** Records Specialist

**EMPLOYMENT CLASSIFICATION:** Non-exempt

**POSITION TYPE/HOURS OF WORK:** Hourly/30 - 40 hours per week expected.

**DEPARTMENT:**Quality Assurance

**POSITION** **REPORTS TO**: Quality Assurance Manager

**SUPERVISORY RESPONSIBILITIES:** None

**Core Values:** Person-centered, Choice, Respect, Excellence, Advocacy and Teamwork.

**Position Summary:** Under the direction of the Quality Assurance Manager, the Records Specialist will provide program support services for the Quality Assurance Department and MSSCA Management to include maintaining and quality assuring consumer records, maintaining and querying the consumer database, as well as a variety of general office duties.

**Essential Responsibilities:** The Records Specialist will:

1. Create, update, and assure that consumer records are complete, organized and stored securely.
2. Scan consumer records for archiving and create destruction logs of archived documentation.
3. Maintain the agency consumer database with accurate up to date information; create and update mailing lists and labels for a variety of mailings.
4. Provide training and support to the Community Support department regarding consumer records.
5. Assist the Quality Assurance Manager with mailing and compiling results of the annual consumer satisfaction survey.
6. Locate filed and archived documents for records requests, as well as, various Medicaid audits.
7. Perform other duties to support the Quality Assurance Department and the agency.
8. Perform duties in a manner that promotes health, safety and HIPAA compliance.

**Specific Duties:**

* 1. **Create, update and assure that consumer records are complete, organized and stored securely.**
* Create new electronic and paper files for consumers entering into the program and close files for those exiting the program.
* Respond to requests for access to information contained in consumers’ files, using procedures in compliance with federal and state privacy regulations (HIPAA).
* Monitor consumers’ records to ensure they contain the required documents identified by the Division of Senior and Disability Services, and the Centers for Medicare and Medicaid.
* Conduct periodic file reviews to probe for required documentation, by selecting a random sample for review.
* File support plans, quarterly reviews, authorizations to share information and other legal documents, assessment summaries and other pertinent medical records, group home placement agreements, and other consumer documentation in consumer Master Files, both paper and electronic.
* Track and record essential documents prior to filing into the electronic data system.
* Purge Master Files by moving outdated information to Archive Files.
	1. **Scan consumer records for archiving and create logs of archived documentation**.
* Scan and organize archived files for electronic storage.
* Record scanned documents into document logs corresponding with electronic storage.
* Forward scanned documents and corresponding logs to the QAManager or designated person to quality assure scanned documents.
	1. **Maintain the agency consumer database with accurate up to date information; create and update mailing lists and labels for a variety of mailings.**
* Enter all consumers receiving IDD services into the active consumer database.
* Discontinue consumers who have discharged by moving them to the closed database file.
* Enter/transfer consumers who are waiting for service but are presently not receiving services into the inactive database file.
* Maintain an accurate database by closely reviewing all Change of Status forms, new consumers’ Support Plans, caseloads and other documentation, where changes in consumer status, address, guardian, providers etc. is noted.
* Create and update mailing lists and generate mailing labels as requested by members of the MSSCA Management Team.
	1. **Provide training and support to the Community Supports Department regarding consumer records.**
		+ Train new Frontline Supervisors and Managers on locating, completing, and timely submittal of consumer documents, such as: annual consent and authorization forms, consumer change of status, quarterly review forms, etc.
		+ Generate reports on the status of completion of annual consents, quarterly reviews, etc.
		+ Develop and disseminate calendars (ticklers) of due dates for each consumer’s quarterly and annual meetings for each FLS.
	2. **Assist the Quality Assurance Manager with mailing and compiling results of the annual consumer satisfaction survey.**
* Review the consumer database with agency staff to ensure it is current.
* Create a mailing list and labels for mailing the consumer satisfaction survey.
* Copy the survey, label envelopes and prepare for mailing.
* Tabulate results of the survey by entering data and comments into the survey tool, i.e. Survey Monkey.
	1. **Locate filed and archived documents records requests, as well as, for various Medicaid audits.**
* Assist the Quality Assurance Manager with responding to records requests, as well as, state and federal audits by locating and copying supportive documentation from consumer files.
* Label and scan documents per audit submission requirements.
	1. **Perform other duties to support the Quality Assurance Department and the agency.**
* Assist the Quality Assurance Manager with other assigned clerical tasks, such as reviewing data, updating questionnaires, disseminating documents, etc.
* Submit reports and requested documents as needed.
* Participate on agency committees and assist with special projects as mutually agreed.
	1. **Perform duties in a manner that promotes health, safety, and HIPAA compliance.**
* Maintain a constant level of alertness to be able to act safely on behalf of yourself, consumers, and co-workers.
* Maintain confidentiality of MSSCA proprietary, employee and consumer information at all times per MSSCA, State of Alaska, Federal regulations and the Heath Insurance Portability and Accountability Act.

**Job relations/Professional Interactions/Communication:**

* Adhere to and provide services in accordance with agency’s policies and procedures, mission, and core values.
* Work as part of a team; show maturity and leadership in interpersonal staff relationships and assist others on the team.
* Demonstrate behavior that indicates respect and courteousness to consumers, families, guardians, coworkers, and other colleagues.
* Demonstrate positive, respectful communication with consumers, family members, legal guardians, agency staff, interagency staff and members of the community.
* Demonstrate behaviors that respect the values and lifestyles of employees, consumers and individuals throughout the agency.
* Use people first language in interactions with staff and consumers.
* Maintain employee and consumer confidentiality at all times.
* Utilize agency’s conciliation process for individuals supported by the agency.
* Participate in Quality Assurance Department meetings and other agency meetings and committees as requested or scheduled.

**Minimum Qualifications:**

* **Education:** High School Diploma or GED.
* **Experience and Skills:** Time management and organizational skills are required for success in this position. Two years of general office experience or equivalent vocational training; or a combination of two years education and employment. Demonstrated proficiency with computer applications.
* **Licensure, Certification, Registrations and pre-hire requirements:** A current TB test, valid Alaska driver’s license with two (2) years driving experience, and proof of automobile insurance must be submitted prior to employment. Successful candidates must submit to a criminal background check as required by state regulation which includes providing one clear fingerprint card before hire.
* Candidate must also provide three verifiable references.

**Beneficial additional qualifications:**

* **Education:** AA in Computer Information & Office Systems or similar degree.
* **Experience and Skills:** Work experience maintaining medical or health related records. Two years of experience working in a human service agency, special education, or with people with disabilities.
* **Licensure, Certification, Registrations:** Certified Medical Records Technician.

**Ongoing Requirements:** Attend all required trainings and maintain all certifications required for this position.

Required trainings provided by MSSCA:

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| * Welcome to MSSCA new hire orientation
 | * Body Mechanics
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| * HIPAA (annually)
 | * Mandatory Reporting Requirements
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| * Driver Safety (every 3 years)
 | * Employee Safety
 |
| * Connecting to MSSCA
 | * Anti-Harassment & Diversity
 |
| * Assisting with Medications
 | * Provider Tools & Rules
 |
| * Documentation Training
 | * Therap Training
 |
| * Blood Bourne Pathogens (annually)
 | * CPR for Adults and Children -optional
 |
| * First Aid-optional
 | * Mandt Day 1 (annually)
 |
| * Building Security and Alarm Training
 | * IT Security Awareness (annually)
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| * CDS core curriculum courses may be assigned.
 | * Intermediate Computer
* Critical Incident Reporting (every 2 years)
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**Other requirements:**

* **Interpersonal:** Ability to interact with management, supervisors, staff, consumers and families in a courteous and respectful manner. Must be able to take direction from supervisor and follow through with requests.
* **Attendance:** Must be able to consistently and punctually report to work as scheduled. Must be able to consistently work the full scheduled hours necessary, as defined by the supervisor, to perform the primary functions of the position.
* **Physical:** Must be able to physically operate a variety of office equipment/machinery. Must be able to input large amounts of data into computer systems. This involves sitting for extended periods of time and repetitive motion of the fingers, wrists, elbows and shoulder. Must be able to perform various lifting tasks up to 50 lbs. including extensive paper records management that requires bending, squatting, twisting, and turning,
* **Emotional:** Must maintain appropriate professional and ethical boundaries when dealing with coworkers and consumers. Must recognize limitations, provide services only within area of competency and utilize appropriate referral resources. Must be able to maintain a professional public demeanor, even under stressful circumstances and when dealing with individuals in crisis.
* **Sensory:** Must possess typical or corrected vision that allows for reading handwriting of varying legibility and reading from computer screens. Must be able to recognize various individuals. Must be able to articulate clearly when communicating verbally. Sense of hearing must allow for effective communication with a wide variety of individuals, including those who have strong accents or difficulty articulating clearly.
* **Cognitive:** Must possess the ability to read and follow written instructions, understand and clarify verbal instructions, write legibly and effectively document consumer and employee data. Must possess problem-solving skills, including the ability to recognize when to request assistance.
* **Language:** Must possess the ability to communicate clearly and effectively, both orally and in writing, with a diverse range of people. Must be able to write legibly in English.
* **Math and computer skills:** Must be able to perform simple math functions (add, subtract, multiply and divide) in order to accurately complete timesheets and determine hours and units of service provided. Must also be able to retrieve, organize and analyze data in an effective and meaningful way. Must be able to operate a wide variety of computer software programs including word-processing, spreadsheets and databases.

**Work Environment:**

* **Environment:** Driving with various road conditions may be required with exposure to a variety of temperatures and walking surfaces. Majority of the work will be performed in an office environment with florescent lighting and minimal opportunities for exposure to natural lighting throughout the workday. Moderate exposure to food/cooking odors. Dense staff population often requires sharing workspaces with minimal personal space and noticeable exposure to conversations and other distractions. Some driving with various road conditions may be required with exposure to a variety of temperatures and walking surfaces.
* **Hazards**: Exposure to repetitive motion during data entry requires a high level of compliance with best practices of ergonomics, body mechanics and suggested breaks. May have exposure to blood and body fluids; during the occasional performance of 1st aid or CPR. This position may require de-escalating verbally or physically aggressive individuals, according to identified procedures, when working in the front area. Unpredictable employee interactions are also possible.

**Disclaimer:** This job description reflects the agency’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract of employment. Your signature indicates you have read the job description and understand the essential functions and qualifications of the job.

**Printed Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature: Date:**

**Prepared by:** Melissa Muldoon **Date:** 6/4/07

**Approved by:** John Cannon **Approval Date:** 6/5/07

**Reviewed/Revised by:** MM3-12-12, 3/19/13, 3/9/15, 3/24/16, 3/14/17, 4/18/18, 6/10/20