

## Compliance Manager

Only open to candidates residing in California	Opportunity to make a difference in your community	Position not eligible for sponsorship
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### General Description

The Compliance Manager promotes and ensures organizational compliance with regulatory and other requirements, through the design and implementation of tools, processes and systems to prevent, detect and deter non-compliance. Manages a team whose responsibilities include Fraud Waste and Abuse (FWA) activities, the management of potential compliance incidents, HIPAA privacy efforts, and regulatory audit support. The Compliance Manager focuses on risk-based and peer-informed activities that protect HPSM’s reputation, ensure high quality and integrity of business operations, and ensure HPSM is able to achieve its mission, vision, and values.

### Duties & Responsibilities

#### Essential Functions:

- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and implementing corrective action steps when necessary; coordinating and enforcing systems, policies, procedures, and productivity standards. Completes performance evaluations in a timely manner.
- Designs, implements, and ensures that organizational controls are in place to prevent, detect and deter non-compliance and meet the objectives of HPSM’s overall Compliance Program This includes:
  - Maintaining, monitoring, and revising a Compliance Dashboard; collaborating with the Health Information Management department to define and measure applicable metrics.
  - Managing a compliance incident reporting and escalation process.
  - Managing an investigation program for non-compliance, including following consistent processes to implement interventions when non-compliance is identified.
  - Assisting in the development and monitoring of compliance risk assessments, including insuring that the risk assessment accurately reflects compliance incidents and investigation.
  - Implementing employee trainings to prevent and address gaps in staff knowledge or capabilities.
  - Researching and analyzing legislative, regulatory, and contractual requirements to ensure all aspects of the HPSM Compliance Program are in alignment with current requirements.
  - Generally ensuring assigned Compliance Program activities and controls are implemented based on communication, collaboration, and transparency within the organization.
- Maintains a comprehensive privacy and HIPAA compliance program consistent with state and federal law, in consultation with the Security Officer, Director of Compliance and Chief Government Affairs and Compliance Officer (CGACO) that is responsive to the organization’s needs, organization-specific risks and external risk factors. This includes:
  - Managing an investigation program and appropriate employee training.
  - Privacy reporting to external regulatory agencies, including the review of annual notice of privacy practices.
  - Ensuring staff adhere to regulatory reporting timelines and escalating issues as appropriate.
  - Reviewing vendor contracts and ensuring timely member notifications are initiated when required.
  - Partnering with HPSM’s IT Department on obtaining information for time-sensitive reporting that involves security breaches.
  - Ensuring alignment between security and privacy policies.
  - As needed, support any Office of Civil Rights OCR investigations related to potential HIPAA non-compliance.
- Manages fraud, waste and abuse (FWA) activities, with responsibility for managing prevention, detection, investigation, remediation, and reporting of FWA.
  - This includes developing and implementing an oversight plan that coordinates the FWA activities of other business units, and the developing and delivering FWA training.

- Facilitates the Fraud, Waste and Abuse Subcommittee and maintains the charter; ensures the focus of the subcommittee represents FWA efforts by each department, and that these efforts are continuously monitored and tracked.
- Supports and participates in HPSM external regulatory audit activities, including compiling data, documents, and case files related to FWA or privacy. Acts as a subject matter expert and respondent during relevant audit interview sessions including in regards to audited processes and cases. Creates and/or manages corrective action plans and their submissions, as assigned.
- Establishes and maintains effective relationships with peers and stakeholders, internal and external to the organization.
- Evaluates and improves systems, process, and interactions between the Compliance Department and business owners to (a) achieve high quality operational outcomes, (b) ensure alignment of government affairs, regulatory affairs, and Compliance operations, and (c) identify opportunities for increased communication and effectiveness.
- Represents compliance and privacy concerns on organizational committees as applicable, including but not limited to: Compliance Committee, Delegation Oversight Subcommittee, Fraud Waste and Abuse Subcommittee.
- Serves as an internal expert resource on relevant laws and regulations, and stays current with changes that may affect HPSM's compliance programs.

**Secondary Functions:**

- Attends and participates in external meetings as assigned, such as quarterly Department of Justice meetings; incorporates trends discussed into committee presentations and, when appropriate, into business operations.
- Collaborate with the NCQA Program Manager to identify resources necessary to achieve and maintain the highest-level accreditation status.
- Responsible for coordinating and collaborating with the Government and Regulatory Affairs Manager on First Tier, Downstream, and Related Entities (FDR) processes to ensure compliance with Centers for Medicare & Medicaid Services (CMS) requirements.

**Requirements**

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

**Education and experience**

- Bachelor's Degree in public health, policy, or administration; advanced degree preferred.
- Five (5) or more years related experience in government programs, particularly in Medi-Cal and Medicare.
- Minimum of two years supervisory experience.

**Knowledge of:**

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, and PowerPoint.
- Managed care and strong familiarity with the health care field.
- Regulatory and compliance processes impacting managed health care.
- Principles and methods of planning, directing, and maintaining compliance with regulatory standards.
- Managerial/Supervisory principles and practices as well as techniques and methods to organize and manage a department.
- Principles and practices of managed care health care systems, medical administration and NCQA accreditation standards.

**Ability to:**

- Work collaboratively with others within a team, and across business units.
- Work as part of a team and support team decisions.
- Communicate effectively, both verbally and in writing.
- Adapt to changes in requirements/priorities for daily and specialized tasks.

- Display professional communication skills (both written and oral) and possess a high level of attention to detail.
- Demonstrate superior organization, facilitation, and presentation skills.
- Build and maintain strong relationships within and outside HPSM.
- Impart critical thinking, listening, time management, decision making, and problem solving skills; maintain confidentiality.
- Think and work effectively under pressure and accurately complete tasks within established times; prioritization and meeting critical deadlines.
- Work independently and reprioritize tasks to meet organizational business needs, including reprioritizing tasks for direct reports.
- Effectively train and provide customer service skills in accordance with various audiences and comprehension levels.
- Exhibit strong interpersonal and management skills, including when coaching staff and handling conflict resolution.

## Salary and benefits

**The starting salary range** is \$108,360 - \$143,577, depending on the candidate's work experience.

**Excellent benefits package** includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

**To apply, submit a resume to [careers@hpsm.org](mailto:careers@hpsm.org).**

*It is HPSM's policy to provide equal employment opportunity for all applicants and employees. HPSM does not unlawfully discriminate based on race, religion, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, sexual orientation, veteran status, registered domestic partner status, genetic information, gender, gender identity, gender expression, or any other characteristic protected by applicable federal, state, or local law. HPSM also prohibits discrimination based on the perception that an applicant or employee has any of those characteristics or is associated with a person who has or is perceived to have any of those characteristics.*