

BEHAVIORAL HEALTH CLINICAL RECORDS SPECIALIST

DEFINITION

Under the direction of the Behavioral Health Quality Improvement / Compliance Manager, performs medical record processing activities including, interpreting code and abstract medical records according to diagnostic categories, medical and related health care services rendered, and related client information; reviews charts for adherence to quality standards; bills and processes claims for reimbursement by programs; assists the supervisor with administrative tasks; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a specialized single position classification, which coordinates the record management functions for the Behavioral Health Department. Incumbents learn and perform a variety of duties including, but not limited to the following; routine billing, coding, and performing related technical medical records work. This is a highly confidential position of responsibility that must adhere to HIPAA compliance and regulations.

REPORTS TO

Behavioral Health Quality Improvement / Compliance Manager, Behavioral Health Quality Assurance Coordinator, or Deputy Director.

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

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EXAMPLES OF DUTIES

- Identifies records to be reviewed by medical or quality assurance staff for documentation issues or any discrepancies related to service reporting.
- Prepares and maintains a variety of reports and records.
- Responds to inquiries from other Units regarding diagnostic and procedure codes as they apply to billing issues and reimbursement.
- Gathers, compiles, and analyzes billing and statistical analysis.
- Prepares, bills, claims, and transmits on a timely basis.
- Accurately assigns diagnostic and procedure codes to records, using current coding references in order to obtain maximum allowable reimbursement for each client encounter.
- Completes abstracts of client cases, summarizing a variety of data related to client information, status, services and related information.
- Reviews and evaluates medical records for quality, timeliness and completeness of others' charting, and general and special issues.
- May provide medical record information when authorized by patient, legal representatives or requested by subpoena.
- Reviews and analyzes transmits them in a timely manner to the appropriate intermediary. Ensure accuracy and compliance with billing, coding and follow-up requirements and identify overpayments and lack of documentation issues.
- Reviews and follows up on denial codes transmitted to providers for potential reimbursement on claims.
- Provides information to payers and insures that the County receives reimbursement.
- Provides effective system user training, support and assistance.
- May assist with utilization review activities.
- Performs related work as required.

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TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 40 pounds; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; occasionally works outside; some variations in temperature and humidity; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Modern office methods, procedures, and equipment and business writing.
- Practices and terminology used in clerical, accounting, and in a medical setting.
- Computerized patient information systems.
- Methods, practices, principles, theory, and terminology used in bookkeeping, financial books of account and statistical recordkeeping.
- County policies, rules and regulations.
- Records information management, including management principles, practices and techniques.

Ability to:

- Interpret medical records to assign codes and prepare abstracts.
- Understand medical and/or behavioral health terminology, diagnostic descriptions and procedures.
- Evaluate the quality, completeness and accuracy of medical records.
- Maintain records and compile statistics.
- Prepare reports and other written communications regarding medical records.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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TRAINING AND EXPERIENCE

Qualifications needed for this position:

Equivalent to a two year degree in medical records management or related field

AND

Six (6) months of work experience in medical transcription and Electronic Health Records and Billings systems.

OR

Three (3) years of work experience in medical transcription and Electronic Health Records and Billings Systems.

SPECIAL REQUIREMENTS

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.