



# North Sound BH-ASO

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[www.nsbhaso.org](http://www.nsbhaso.org)

## NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

### Position Description

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<b>JOB TITLE:</b>	<b>Quality Specialist</b>
<b>REPORTS TO:</b>	<b>Clinical Manager</b>
<b>FLSA STATUS:</b>	<b>Exempt, Salary</b>
<b>CLASSIFICATION:</b>	<b>35</b>

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### JOB SUMMARY

The Quality Specialist (QS) position is a member of the Clinical Team which is responsible for the regional behavioral health crisis system that is available to all individuals who present with a need for crisis services and is provided in accordance with Chapters 71.05 RCW & 71.34 RCW. This position is also responsible for services administrated by the North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) for individuals who are non-Medicaid in the North Sound BH-ASO. The QS duties include eligibility review, customer service, clinical review, care coordination, policy and procedure development, and quality and utilization management in accordance with the North Sound BH-ASO contracts with Health Care Authority (HCA) and State and Federal regulations. This position works closely with fellow teammates, the Clinical Manager and the BH-ASO Medical Director. This position reports to the Clinical Manager.

### JOB FUNCTIONS

1. Represents North Sound BH-ASO in a positive and appropriate manner to outside entities. Upholds North Sound BH-ASO's mission, values, and philosophy.
2. Assures that provider services are delivered in a manner that promotes high quality and in compliance with contractual and professional standards.
3. Provides Care Coordination/Care Management. Reviews eligibility, medical necessity, level of care need, and plan benefit. Coordinates care for highest risk, multi-system involved individuals in collaboration with Managed Care Organizations (MCOs), providers, and families to maximize individual outcomes in a cost-effective, clinically appropriate, culturally competent manner and reduce unnecessary crisis system utilization. Monitors and assures transition between levels of care.
4. Provides prompt and courteous quality customer service to individuals, family members, advocates, allied system professionals, and the general public to assure individuals have access to clinically indicated behavioral health services.
5. Conducts utilization, quality, and focused reviews to assure the meeting of requirements and quality of care. Participates in the development of the review tools, reviewing clinical records, analysis, and outcome report writing.
6. Assures quality of services by evaluating and collating client specific and aggregate data/information from various sources including the Consumer Information System (CIS) and clinical records.
7. Monitors for over-utilization and under-utilization of services, including Crisis Services, in consultation with the Medical Director.

8. Coordinates and collaborates with HCA, MCOs, and other community stakeholder agencies (Tribal Authorities, law enforcement, schools, hospitals, county government, etc.) to fulfill requirements of the BH-ASO.
9. Reviews eligibility and recommends denial of individuals for non-Medicaid outpatient services level of care, assuring that all individuals meet medical necessity, and, financial or other special eligibility criteria (LR/CR, WSH or community civil commitment Discharges).
10. Authorizes or recommends denying individuals for substance use disorder residential treatment services level of care, assuring that all individuals meet medical necessity, and financial or other special eligibility criteria.
11. Oversees the provision of behavioral health outpatient and residential services or specialty programs within the North Sound BH-ASO network.
12. Identifies Critical Incidents and completes Critical Incident Reports that meet State requirements.
13. Convenes Children's Long-Term Inpatient Program (CLIP) Committee.
14. Develops, promotes and supports the Tri Leads of Family Youth System Partner Roundtable (FYSPRT) to maintain and convene FYSPRT consistent with the FYSPRT Manual and Resource Guide.
15. Accepts, assists, documents, records, processes and resolves Grievances submitted by individuals or their authorized representative.
16. Monitors discharge planning to ensure providers meet requirements for discharge planning as defined in policy.
17. Assures eligibility decisions are made within timeframes for standard and expedited service authorizations.
18. Backs up other Clinical Team members as needed to ensure coverage of work roles and assignments of the Team.
19. Other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Applicable contracts, standards, laws, rules and regulations such as HIPAA, 42 CFR Part 2, WAC, RCW.
- Utilization Management/Utilization Review, Quality Assurance/Improvement, data collection, statistical analysis and preparation of reports.
- Experience with the State and regional behavioral health Crisis System in accordance with the rules and regulations in 71.05 RCW and 71.34 RCW function, roles, and operation.
- Basic ASAM model used for Substance Use Disorder (SUD) level of care determination.
- Working with individuals of all ages experiencing a SUD and individuals who are receiving medication assisted treatment.
- Service area and population/setting/level of care where authorization decisions are being made.
- Clinical practice; especially in the areas of care coordination, person-driven individualized treatment plans, cultural competence, and evidenced-based practices.
- Quality customer service skills and direct experience providing customer service.

### **Ability to:**

- Work efficiently and independently, reporting to and consulting with North Sound BH-ASO Medical Director, Clinical Manager and Leadership Team as required.
- Communicate effectively within a team environment and successfully work as a member of a team, with team-wide assignments.
- Complete and report on assignments on time in an environment of multiple competing priorities.

- Collect data, interpret statistical analysis and prepare reports.
- Prepare a variety of correspondence, reports, policies and other written materials.
- Plan and organize with ability to track and meet varying deadlines.
- Analyze issues and associated data, understand and apply contractual obligations and legal mandates, summarize findings, and articulate and execute actions steps.
- Interpret relevant information to reduce barriers and resolve problems.
- Work collaboratively with a wide variety of individuals including coworkers, individuals receiving or attempting to receive behavioral health services, advocates, public officials, mental health professionals and substance use disorder professionals, and the general public.
- Demonstrate leadership skills.
- Communicate effectively, both orally and in writing, including effective presentation skills.
- Demonstrate proficiency with Microsoft Office 365.

**Education and Experience:**

- Master’s Degree in social work, behavioral science, nursing or related field **AND** four (4) years professional level experience in a clinical behavioral health setting.
- Meet the WAC requirements for a Mental Health Professional (MHP) and/or Substance Use Disorder Professional (SUDP)and/or Child Mental Health Specialist.
- Expertise in working with adults and/or children with severe behavioral health disorders
- Expertise in working with other special populations is preferred.
- An equivalent combination of education and experience may be considered.

**License and Certification:**

- Current Washington State License/Certification as a Licensed Independent Clinical Social Worker (LICSW), Licensed Mental Health Counselor (LMHC) Licensed Marital Family counselor, (LMFT) Licensed Clinical Psychologist (LCP), Substance Use Disorder Professional (SUDP)as indicated for the job function is required.
- Valid Washington State driver’s license, continuous proof of insurance and a vehicle available for work-related travel throughout employment is required.

**WORKING CONDITIONS/PHYSICAL DEMANDS**

Work is generally performed in an office environment. Duties involve travel to other locations to attend meetings and conduct work. Travel outside local area may be needed to attend seminars or conferences. Duties may include occasional evening meetings. Position requires sitting in meetings or at a desk or computer for extended periods. On occasion, duties will require carrying of supplies/materials up to 15 pounds from vehicle to building for meetings and presentations. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

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*The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.*