

Health Plan Compliance Officer

Job Title: Compliance Officer	Dept/Business Unit: Compliance	Date:
Reports To (Supervisors Title):		Human Resources Approval:
Purpose of Job: Direct and coordinate the Health Plan's efforts to ensure compliance with laws, regulations, and policies that govern its Medicare, Medicaid and commercial business.		
Representative Major Tasks:		
ORGANIZATION		
<ul style="list-style-type: none"> • Implement, document, and maintain a coordinated legislative and regulatory compliance program that meets the expectations of State and Federal regulators and corporate Government Programs. • Collaborate with the compliance committee to effectively incorporate the compliance program into the health plan. • Coordinate resources to ensure the ongoing effectiveness of the compliance program. • Present periodic reports and an annual evaluation on the compliance program to the health plan compliance committee, CEO and Board of Directors. • Organize the compliance committee, including developing appropriate agendas, reports, and information as requested by the committee, CEO and/or Board. • Manage the compliance unit's administrative duties. This includes organizing and maintaining relevant files; preparing necessary reports on activities; supervise support staff, as needed, on the maintenance of central files, library, or other related activities. • Is authorized to report directly to the Health Plan Board of Directors regarding compliance matters, when necessary. • Is authorized to stop the submission of data that he/she believes contains material errors. 		
COMMUNICATION AND TRAINING		
<ul style="list-style-type: none"> • Communicate the importance of compliance and the compliance program to senior management, the compliance committee, and health plan staff, including promoting (1) use of the compliance helpline, (2) increased awareness of the Principles of Integrity and Compliance, and (3) understanding of new and existing compliance issues and related policies and procedures. • Develop and/or implement education programs addressing compliance. • Develop and maintain productive relationships with all levels of management as well as legislators, regulators, lobbyists, and other relevant external parties. • Work with operational leadership to provide adequate information to ensure that they and their employees have the requisite information and knowledge of regulatory issues and requirements to carry out their responsibilities in a lawful and ethical manner. • Create and facilitate training programs for product benefits as well as regulatory changes affecting the product. • Develop and present compliance reports (at least quarterly) to the CEO and/or Board of Directors of the Health Plan. 		
POLICIES, PROCEDURES AND STANDARDS		
<ul style="list-style-type: none"> • Identify and assess areas of compliance risk for the health plan. • Develop and/or ensure internal controls are capable of preventing and detecting significant instances or patterns of illegal, unethical, or improper conduct. • Develop and implement policies, procedures and practices designed to promote compliance with the requirements set forth in the of all the requirements of the Federal and State health care programs. • Coordinate mock site visits for Corporate and actual site visits for federal and State regulators. 		

MONITORING, AUDITING AND ENFORCEMENT

- Monitor the performance of the health plan compliance program on an ongoing basis, taking appropriate steps to improve its effectiveness.
- Monitor the day-to-day activities of the Health Plan to further its compliance objectives.
- Monitor compliance with laws, rules, and regulations, as well as Health Plan policy.
- Provide input and/or direction to the employee performance appraisal and incentive programs to ensure improper conduct is reported and discouraged and that support of and conformity with the compliance program is part of any performance evaluation process for all employees.
- Coordinate investigations with legal counsel for major violations of law or policy. Conduct or oversee investigations, as appropriate.
- Oversee and follow-up and, as applicable, implement corrective actions to investigations and other issues generated by the compliance program.

OTHER

- Coordinate or oversee the filing of regulatory forms, reports, etc. Assist other departments in understanding and complying with regulatory requirements. This includes researching regulations, informing departments of regulations, and assisting as needed in developing procedures to comply, as well as drafting responses to queries by regulatory agencies or employer groups.
- Coordinate or oversee regulatory submissions and reporting activities. This includes maintaining working relationships with regulators and others to clarify and resolve issues.
- Coordinate or oversee compliance activities with other departments and sources as necessary.
- Track all issues referred to the compliance unit up to and including resolution.
- Supervises the compliance department to ensure department goals are met.
- Acts as a compliance consultant to Health Plan staff.
- Coordinate departmental budget activities

Job Qualifications: (List experience, educational background, professional licenses, certifications and personal competencies required to perform the job.)

- Bachelor's degree and five plus (5+) years related experience. Previous state or federal regulatory or managed care compliance experience preferred.
- High integrity.
- Excellent organizational and analytical skills. Ability to work well both independently and with others in a matrix environment.
- Excellent judgment.
- Strong influencing skills and perseverance in investigating.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, governmental regulations, and legal documents. Excellent oral and written communication skills. Ability to write clear, concise reports, business correspondence, and procedures.
- Ability to effectively present and represent the plan's interests externally with regulators.
- Ability to effectively present information and respond to inquiries from employees, regulatory agencies, and other, as necessary.
- Ability to initiate administrative activities as necessary, and institute quality control procedures.
- Ability to meet deadlines and adjust to changes in company policies, procedures, and priorities.