



has an opportunity for a

## **Medical Billing/Quality Improvement Assistant (QIA)**

**Santa Ana (Metro)**

**(Full-Time)**

Western Youth Services is a leading expert in children's mental health and wellness solutions. As a hub of children's mental health in Orange County, we've been providing services and programs for our community for over 50 years. Our passionate and dedicated staff deliver services and programs that prevent, treat, and heal our kids and families and increase their ability to live full and productive lives. If this sounds like you, and you meet the qualifications for this position, please send us your resume.

The Quality Improvement Assistant is primarily responsible for assisting with quality improvement functions, clinic systems upkeep, and general administrative and clerical duties.

### **Responsibilities**

- Monitors and reviews the administrative (technical) components of chart documentation to ensure Agency compliance with auditing standards for county/state funding and federal regulations.
- Generates and completes internal as well as external reports for management and County review/use.
- Provides administrative support for internal and external audit preparation including data collection, pulling charts, and report generation.
- Maintains a working knowledge of Agency systems and policies for purposes of supporting clinic staff and assists with maintenance of clinic database.
- Manages psychiatric medication referrals and coordinates with host clinic as required.
- Monitors intake and discharge processes as well as ensures accurate timelines of two Medi-Cal programs for internal and outsourced cases in collaboration with the county.
- Demonstrates commitment to efficiency and excellence by proactively communicating to management any barriers to Agency, clinic, team and/or individual performance.
- Makes sound decisions by gathering pertinent information – including input from those affected by the decision; identifying appropriate judgment criteria; and carefully and thoroughly evaluating alternatives based on potential consequences and benefits.
- Exercises a high degree of confidentiality of all Agency performance data and matters, as well as when working with confidential files related to audits and other sensitive business documents.
- Ability to read, comprehend and prepare clear and concise reports, memos, and procedures with conformance to the prescribed style and format.
- Ability to effectively present information in one-on-one and small group situations and to effectively respond to detailed inquiries from Management and staff.
- Strong customer service orientation.

- Problem solving ability.
- Excellent interpersonal and communication skills.

**Minimum Qualifications:**

- High school diploma or general education degree (GED) required; and one-year related experience in a fast-paced, office environment; or equivalent combination of education and experience. Bachelor's degree preferred.
- Medical billing experience preferred.
- Auditing/proofing experience preferred.
- IRIS and/or Medi-Cal experience preferred.
- Bilingual in Spanish preferred.

**Salary:** from \$20.19 hourly

**Benefits:** Comprehensive employee benefits package includes: Medical, Dental, Vision, Life Insurance, Long Term Disability and 403(b) Retirement Incentive & Savings Plan.

***Western Youth Services' Mission: Advancing awareness, cultivating success, and strengthening communities through integrated mental health services for children, youth, and families.***

***Western Youth Services (WYS) is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce. WYS values and promotes a culture of inclusivity and belonging, one that embraces the contributions of richly diverse disciplines and perspectives of all employees and staff.***