



invites your interest in the position of
Full-Time Quality Reviewer

ABOUT BHC

Behavioral Health Concepts, Incorporated (BHC) was founded in 1994 by William Holcomb, PhD, MBA. BHC's headquarters are currently located in Emeryville, California with a satellite office in Missouri. BHC is certified by the Centers of Medi-Care and Medicaid Services (CMS) as an External Quality Review Organization (EQRO). BHC currently holds the contract with California's Department of Health Care Services (DHCS), through which we conduct Quality Reviews of all 56 Medi-Cal County Mental Health Plans (MHPs) and 31 Drug Medi-Cal Organized Delivery Systems (DMC-ODS) (representing 37 counties).

HEADQUARTERS

Behavioral Health Concepts, Inc.
5901 Christie Ave, Suite 402
Emeryville, CA 94608

CONTACT INFORMATION

Phone: (855) 385-3776 ext. 172
Email: info@bhceqro.com
Website: <https://caleqro.com/>



JOB DESCRIPTION *(Essential Job Responsibilities)*

- Lead 8-10 External Quality Reviews (EQRs) per Fiscal Year, with an emphasis on access, timeliness, quality, and outcomes of care, performance measures, and information systems. Each review team is comprised of at least three people, including one Quality Reviewer, one Information Systems Reviewer, and one Consumer/Family Member Consultant.
- For each review, the Quality Reviewer's responsibility includes:
 - Coordinate review logistics and agenda with the MHP/DMC-ODS
 - Conduct all pre-site activities, including thorough document review and validation
 - Conduct site review activities, including travel to county (when on-site review activities resume) and facilitate focus groups/key informant interviews with MHP/DMC-ODS leadership, staff, consumers, family members, contract providers, and other stakeholders
 - Conduct all post-site activities, including preparation of a technical report that synthesizes information obtained from multiple sources, uses analytical reasoning, and summarizes key service delivery system strengths, opportunities, and recommendations for improvement, within established deliverable deadlines
- Provide technical assistance to MHPs/DMC-ODSs
- Participate in the development of the annual aggregate statewide report
- Participate in special projects, as assigned

MINIMUM REQUIREMENTS: EDUCATION & QUALIFICATIONS

- Master's Degree or PhD in the behavioral health field; clinical license preferred
- Certification or experience in health care quality improvement or performance management
- Excellent interpersonal, organizational, communication, critical thinking, and writing skills
- Knowledge of service delivery systems in publicly funded behavioral health settings, including clinical, administrative, and operational processes
- Understanding of current trends in behavioral health and health care systems in California
- Knowledge of federal and state requirements of an EQRO and related key regulations
- Ability to manage multiple projects and meet deliverable deadlines
- Ability to travel within the State of California on a periodic basis

COMPENSATION & BENEFITS

Compensation is based on experience, skill, and credentials. Employee benefits include:

- 401k Plan + Employer Match Contribution
- Medical, Vision, and Dental Insurance
- Life Insurance/AD & D
- Short/Long Term Disability Insurance
- Paid-Time-Off and Paid Holidays
- Telecommute

TO APPLY

To apply, please submit a resume by **5:00 pm Wednesday, December 15th, 2021**, and include 'EQRO Quality Reviewer' in the email subject line. Please send applications via email to:

Samantha Fusselman, LCSW, CPHQ
CalEQRO Executive Director
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