

## **POSITION DESCRIPTION**

**CLASSIFICATION TITLE:** Administrative Specialist II

**POSITION TITLE:** DS Medical Records Associate

### **General Statement of Responsibilities:**

This position (FLSA Non-Exempt) is responsible for the maintenance of a comprehensive charts system for individuals receiving developmental services provided by the Eastern Shore Community Services Board (ESCSB).

General responsibilities include entering individual information into automated records, maintaining copies of forms for individuals charts, setting up new charts, chart check out and filing, and purging/destroying of consumer charts. Additional administrative duties include providing clerical and administrative support for the case management team within the scope of the duties outlined below.

The incumbent reports to and receives supervision from the Developmental Services Program Director and collaborates on process change and implementation with the Lead Case Manager. In carrying out position responsibilities the incumbent performs in accordance with established ESCSB policies and procedures, Department of Behavioral Health and Developmental Services, and individual chart requirements for state licensure. The incumbent demonstrates initiative, exercises sound judgment, maintains confidentiality of information, and sustains effective working relationships.

### **MAJOR DUTIES:**

- Prepare and maintain a supply of new charts for Developmental Services;
- File or scan information in individuals charts;
- Provide Quality Assurance for all charts, to include reviews of timeliness and accuracy of documentation as well as perform systematic and repeated audits of all active charts, keeping a log of all audit reviews;
- Update individual's chart number and card file, to include maintaining a log of individual numbers and assign new numbers;
- Initial contact and tracking of referrals for Developmental Case Management;
- Complete initial releases for individuals being referred and set up intake packet for case management team;
- Request capacity reviews per case management team referral and follow up with appointment for capacity review;
- Ensure that MCO's have appropriate documentation related to CHRIS reporting;
- Maintain current copies of medical and administrative forms required for individual's

charts and assist in retrieving and destroying all outdated chart forms;

- Purge/destroy individual records as directed and in accordance with regulatory requirements;
- Follow up phone contact with individuals on the waitlist every 90 days to ensure contact information and status;
- Respond to outside requests for documentation for entities that require updated contact information or referral information (i.e. VCU, Qlarant, outside providers) by sending appropriate documentation as requested;
- Summarize quarterlies for CM team, as needed, to ensure timeliness of quarterly reviews;
- Attend in-service training activities (conferences, seminars, etc.) related to position responsibilities; and
- Perform other job-related duties as assigned by the DS Program Director and/or the Executive Director.

#### **QUALIFICATIONS:**

The incumbent should have position-related experience assisting with the compilation and maintenance of a medical records system and possess the following knowledge, skills and abilities:

**Knowledge (s) of:** Basic developmental disabilities individual chart maintenance and destruction; individual confidentiality rules and regulations; charts/record filing systems; quality improvement standards; DBHDS and Licensure requirements for quality assurance; data entry and retrieval; and written, oral and interpersonal communication.

**Skill (s) in:** Performing chart management in accordance with regulatory requirements; maintaining individual chart forms and setting up new charts; maintaining comprehensive charts that meet all quality improvement standards for licensure and DBHDS, reviewing charts for missing/required information (annual updates of information), telephone communications; effective communication.

**Ability (ies) to:** Accurately and in a timely manner enter clinical data, destroy/purge records in accordance with agency policies and procedures, maintain supplies of individual chart forms, effectively communicate with all types/levels of people, resolve position related problems, demonstrate initiative, maintain applicable confidentiality of information, exercise sound judgment, and maintain effective working relationships.

**HIPAA Access Level:** 2=access to all consumer information

#### **ORGANIZATION LOCATION:**

**EXECUTIVE DIRECTOR**

**DS PROGRAM DIRECTOR**

**DS MEDICAL RECORDS ASSOCIATE**

**SALARY &/OR HOURLY RATE RANGE:**

Classification Level VIII

**EFFECTIVE DATE:**

December 28, 2018

**POSITION DESCRIPTION CONTENT:**

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

**SIGNATURES:**

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DS Medical Records Associate

Date

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DS Program Director

Date

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Executive Director

Date