



## Quality Assurance Data Technician

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**JOB SUMMARY:** The **Quality Assurance Data Technician** is responsible for assisting in the management of electronic health records to ensure accuracy of records for billing, clinical programs, and data tracking. As part of the clinical operations team, track data and trends regarding chart errors, service utilization, and client treatment outcomes, and participate in process improvement and training as assigned. May assist in generating workflow and process documents and updates to reflect system changes.

**SUPERVISED BY:** Training and Analytics Manager

**STATUS:** This position is non-exempt, full time

### **Essential Functions:**

- Maintain client confidentiality and complete all work according to company policy and requirements under applicable state and federal statutes
- Identify, merge and eliminate duplicate accounts
- Correct data entry errors; resolve medical records discrepancies
- Escalate complex issues as needed
- Respond to EHR help desk tickets; resolve user issues and/or escalate as needed
- Generate QA reports for clinical management and staff as directed
- Assist with weekly CMT Upload and Daily Alerts
- Assist Operations Director in new user set up, training and support
- Liaison with billing on record issues, data errors and/or missing client information

## **JOB REQUIREMENTS:**

### Experience and Skills Requirements:

- Minimum of one year in health care administration or billing
- Understanding of databases, records systems
- Ability to work independently with minimal supervision
- Works with speed, accuracy and attention to detail
- Strong written and verbal communication skills needed to work across intake, clinical and billing departments MOTS reporting from the EHR
- Ability to learn and understand Electronic Health Records program and become “super-user” to support staff
- Ability to learn and understand clinical workflows for behavioral health service delivery
- Working knowledge of HIPPA and client privacy protections with regards to medical records
- Ability to assist in the maintenance of the electronic medical record

### **Education/Licensure/Certification Requirement:**

- High school diploma or GED required
- Some college preferred; specialized computer education and experience can substitute

**Background:** Clear background check, including OIG/ SAM exclusion lists. Must pass drug screening test

**Work environment:** This job is primarily sedentary work and located in a standard office environment. Visual acuity is required for review of documentation, spreadsheets, and viewing of computer monitor.

Significant amount of time is spent in data entry and records corrections via electronic health records system.

**References:** 3 professional references required to verify experience

For over 50 years, OnTrack Rogue Valley has provided vital addiction treatment and recovery services. We offer outpatient and residential treatment options for adults and teens for substance abuse and addiction, DUII, domestic abuse, and other behavioral health issues.

Job Type: Full-time

Pay: From \$20.00 per hour

COVID-19 considerations:

All employees must be fully vaccinated and are required to wear a mask.

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Print name

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Date

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Signature