

# Assistant Program Manager, Data Aggregator Program (DAV)



## Overview:

The Assistant *Program Manager, DAV Program* supports the Senior Program Manager of the DAV Program and the Director of Quality Programs with overseeing the administration and management of the NCQA Data Aggregator Validation (DAV) program.

The NCQA DAV program is a new digital interoperability program for which QMetrics serves as a certified validator. This is a unique opportunity to learn program standards and Primary Source Verification (PSV) criteria for this new program that has gained national attention. This is a remote position offering extensive growth opportunities.

The *Assistant Program Manager, DAV Program* supports and coordinates audit activities and performs record validation activities.

This new, hands-on position has three areas of responsibility within the DAV Program:

- Program Coordination,
- Client Communication and Interface,
- Coordination and Assistance with Record Validation and Review.

## Program Coordination

The *Assistant Program Manager* fulfills this role by supporting the DAV program with:

- Coordinating DAV activities for each Data Aggregator organization undergoing a validation review / audit,
- Documenting system and data processes and facilitating management of digital materials,
- Managing and monitoring multiple and overlapping audit activities to ensure key milestones are met,
- Ensuring all project plan tracking and associated documentation is maintained,
- Providing regular status updates to internal stakeholders, lead validator, and executive management,
- Coordinating and assisting with record validation review activities within QMetrics' Primary Source Verification (PSV) Center of Excellence,
- Supporting the QMetrics commitment to continuous quality improvement through documenting opportunities for improvement and lessons learned.

## Client Communication and Interface

- Assisting with scheduling and facilitating kick-off calls, virtual reviews/ audits, and meetings with internal and external stakeholders,
- Overseeing and facilitating data and information exchange with DAV clients,
- Assisting with responses to Data Aggregator inquiries,
- Creating and editing client communications and educational materials and tools,

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- Moderating virtual audit reviews and taking notes of audit discussions and follow-up items,
- General client management.

## Record Validation and Review

- Document that the integrity of the data is maintained from the original source received from the data submitter (Electronic Medical Record) to the Data Aggregator to the Exported destination.
- Reviewing of EHR documentation, continuity of care documents (CCD), and XML program / records for the purpose of data validation and reconciliation utilizing pre-determined application of scoring criteria,
- Ensuring accurate application of record validation scoring methodology and criteria for identifying case disposition,
- Recording clear and concise documentation and follow-ups to include identification of trends and patterns.
- Demonstrate critical thinking skills to summarize and present findings for complex cases pending confirmation of senior reviewer.

## Qualifications:

### Education/Certification:

- Bachelor's Degree (health care related field preferred)
- Equivalent combination of education and/or work experience may be substituted.

### Relevant Work Experience:

- 2+ years project management experience
- 1+ years demonstrated experience as a primary liaison for external clients and/or vendors.
- Exposure to medical record review

### Specialized Knowledge, Skills, and Abilities:

- Proficient in standard business productivity software applications (Microsoft 365: Word, Excel, PowerPoint, SharePoint, Teams)
- Project management tool(s) proficiency
- Ability to organize and coordinate multiple simultaneous tasks in a team environment to deliver process improvement for the organization
- Demonstrated flexibility in approach & follow up to achieve resolution of identified issues

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- Ability to work with minimal supervision and work independently to implement business process improvements to meet and exceed internal and external customer expectations
- Demonstrate critical thinking skills to summarize and present findings for complex cases pending confirmation of senior reviewer
- Navigation within electronic health records
- Experience with management and coordination of medical record review
- Exceptional oral and written communication skills
- Strong attention to detail

### Preferred:

- 1+ years using Smartsheet
- Familiarity with NCQA audit protocols
- 2 years' experience with Continuity of Care Documents and HL7 standards.
- 2 years' experience working in EHR environment.
- Work experience in healthcare settings such as clinics, medical offices, hospitals, and/or health plans.
- HEDIS knowledge
- Knowledge of healthcare delivery systems, managed care, and regulatory requirements.

<b>Position Type</b>	Full- Time, Exempt, Remote	<b>Requirements</b>	Occasional Travel
<b>Reports To</b>	Sr. Project Manager - DAV	<b>Start Date</b>	7/1/2022
<b>Create Date</b>	6/12/2022	<b>Revision Date</b>	6/14/2022
<b>Approved By</b>	Jim Dalen	<b>Approved Date</b>	6/14/2022