

**State of Michigan  
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

**Position Code**

1. DEPSPL2Q62N

## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

<b>2. Employee's Name (Last, First, M.I.)</b>  	<b>8. Department/Agency</b> MDHHS-COM HEALTH CENTRAL OFF
<b>3. Employee Identification Number</b>  	<b>9. Bureau (Institution, Board, or Commission)</b> Bureau of Specialty Behavioral Health Services
<b>4. Civil Service Position Code Description</b> DEPARTMENTAL SPECIALIST-2	<b>10. Division</b> Division of Contracts and Quality Management
<b>5. Working Title (What the agency calls the position)</b> Departmental Specialist 13 - Behavioral Health Quality Specialist	<b>11. Section</b> Data Payment and Integrity Section
<b>6. Name and Position Code Description of Direct Supervisor</b> HUNZIGER, KASI A; STATE ADMINISTRATIVE MANAGER-1	<b>12. Unit</b> 
<b>7. Name and Position Code Description of Second Level Supervisor</b> SPROAT, JACKIE; STATE DIVISION ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> Lansing, MI. / 8-5

**14. General Summary of Function/Purpose of Position**

The Behavioral Health Quality Specialist is responsible for the administration and operation of the quality program for the behavioral health Specialty Services & Supports Waiver, which provides mental health, substance abuse, and intellectual/developmental disability services. The Behavioral Health Quality Specialist is responsible for the management of quality improvement processes to evaluate the quality of care delivered by the Pre-paid Inpatient Health Plan (PIHP) and Community Mental Health Service Program (CMHSP), through External Quality Review, Healthcare Effectiveness Data and Information Set (HEDIS) analysis and Quality Assessment and Performance Improvement Programs (QAPIP). This position will manage quarterly reports related to quality measures, evaluating Michigan Mission Based Performance Indicator System (MMBPIS) (also known as Michigan's Behavioral Health Quality Program overhaul) state-wide standard performance measures as required by 42 CFR 438 Managed Care to identify trending and areas for improvement. Responsibilities will include the evaluation of existing performance measures and - patient experience surveys to determine appropriateness for specialty behavioral health. Recommend revisions and performance improvement plans while working as part of a team to develop, improve upon and implement custom quality measures and patient experience surveys tools for behavioral health. The work requires staying abreast of national health care industry standards regarding quality improvement approaches. Will also review data and assigns scoring of the quality incentive performance bonuses. Additionally, this position will be responsible to assist with monitoring the quality of PIHP data and working with PIHPs and CMHSPs and other external partners to resolve data quality issues. This individual is responsible for compiling, manipulating, and analyzing large data sets including capitation payment eligibility, encounter, and CHAMPS provider enrollment. These analyses are used to fulfill legislative reporting requirements, reporting to CMS, and other contractual reporting requirements. Lastly, this position will assist with completing CMS preprint quality reporting requirements. The specialist participates and collaborates with many internal, external, state, and federal committees and workgroups.

**15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.**

**List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.**

**Duty 1**

**General Summary:**

**Percentage: 45**

Oversight and development of Quality Improvement processes

**Individual tasks related to the duty:**

- Oversee the quarterly submission of quality reports submitted by PIHPs in compliance with contract requirements.
- Compile and conduct preliminary review of quarterly grievance, appeal and service authorization PIHP reports.
- Reviews and make recommendations on Quality Assessment and Performance Improvement Programs, annual compliance review processes, performance measure validation and quality checklist.
- Ensure consistent application of quality improvement activities across health plans.
- Review and revise PIHP performance measures and reporting requirements to ensure continued high quality of care for Medicaid beneficiaries and all special populations served.
- Work with behavioral health care plans and CMHSPs to revise quality measures and benchmarks.
- Collaboration with the Contracts section on managed care quality oversight and monitoring.
- Collaborate with other areas in MDHHS on shared quality goals and objectives.
- Provide written and oral presentations.

**Duty 2**

**General Summary:**

**Percentage: 35**

Management of external/comparative analyses and quality improvement incentives

**Individual tasks related to the duty:**

- Monitors External Quality Review Organization product deadlines and deliverables. This includes, but is not limited to, computing and compiling the required Performance Measure Validation (PMV) reports and supplying those to the EQRO. Additionally, will update the Performance Improvement Project (PIP) tracker with results from the EQRO validations
- Analysis and reporting of PIHP and CMHSP performance quality measures, Michigan Mission Based Performance Improvement System (MMBPIS) and Healthcare Effectiveness Data and Information Set (HEDIS) data collection, utilization, and reporting.
- Reviews the patient experience survey contract deliverables, survey administration and results.
- Reviews data and assigns scoring of the quality incentive performance bonuses. This includes writing of the consultation and final drafts, ensuring formulas in the workbooks are correct, and working on the narratives.
- Regular communication with contracted health plans and CMHSPs to keep them informed and provide opportunities for input.
- Compile, manipulate, and analyze large quality related data sets (quality measure rates, critical incidents, PIHP submitted quality indicators, etc.).. Analyses are used to fulfill legislative reporting requirements, reporting to CMS, and other contractual reporting requirements.
- Complete annual CMS preprint quality reporting requirements.
- Lead specialty behavioral health social determinants of health outcome/quality measurement activities.
- Lead specialty behavioral health efforts to maintain quality data and reports published on the MDHHS website.

**Duty 3**

**General Summary:**

**Percentage: 20**

Federal and State regulation knowledge and reporting requirements. Other duties as assigned.

**Individual tasks related to the duty:**

- Keep abreast of national health care industry standards regarding behavioral health quality improvement approaches.
- Reviews and prepares analysis and report requirements based on BH-TEDS data as needed and/or required.
- Other duties as assigned.

**16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**

Decisions related to quality measures that will be required for PIHPs and CMHSPs.

**17. Describe the types of decisions that require the supervisor's review.**

Decisions that alter current contract requirements, established procedures, or have financial or political impact require supervisory review. Decisions that impact other work areas also require supervisor review.

**18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

Use of a computer for significant portions of the day, lengthy meetings with internal and external parties and interaction with staff at a variety of levels. Occasional local travel and some travel outside the Lansing area.

**19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.**

## Additional Subordinates

### 20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- |   |  |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> Train employees in the work.      |

### 22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

### 23. What are the essential functions of this position?

Act as point person for quarterly reporting, quality analysis and improvement processes. Manages Symmetry HEDIS quality measure analysis, consumer satisfaction surveys, quality measures and Quality Assessment and Performance Improvement projects required as a part of the External Quality Review. Analyze data for each PIHP, maintain PIHP quality measure data on the Bureau of Specialty Behavioral Health Services website, apply federal and state regulations and research, and make recommendations for continuous quality improvement. Communicate verbally and in writing, including formal presentations to small and large groups.

### 24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Updated the PD to incorporate the data set and reporting requirements and maintaining publicly available quality measure data (specifically tasks in duty 2).

### 25. What is the function of the work area and how does this position fit into that function?

The division is responsible for administering behavioral health contracts, managed care benefit enrollment and payment, and assuring quality of care is provided to enrolled beneficiaries. Compliance with federal and state regulations is a high priority of the work area. This position fits into this function by providing oversight and development of activities related to quality of care and quality program development.

### 26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

#### EDUCATION:

Possession of a bachelor's degree in any major.

#### EXPERIENCE:

#### Departmental Specialist 13 - 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

#### KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

In-depth knowledge of behavioral health care delivery through managed care organizations and health care industry quality standards. Ability to work collaboratively with many internal and external partners. Ability to manage multiple, competing priorities. Demonstrated verbal and written skills to communicate confidently and effectively including large and small group presentations.

*The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.*

#### CERTIFICATES, LICENSES, REGISTRATIONS:

None

**NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.**

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

none

***I certify that the entries on these pages are accurate and complete.***

WHITNEY HENGESBACH

7/30/2025

\_\_\_\_\_  
Appointing Authority

\_\_\_\_\_  
Date

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date