

Specifications for the Classes:

PUBLIC ASSISTANCE DATA INTEGRITY TECHNICIAN I, II, and III
PUB ASST DATA INTGRTY TECH I/II/III

CLASS DISTINGUISHERS

Public assistance eligibility information is maintained in an on-line eligibility assistance information system. Public medical assistance enrollment information is maintained in the Medicaid Management Information System (MMIS). Positions in this class ensure that data is maintained, transmitted, and shared in and between these systems; and information in these systems that are used by others (e.g., QUEST plans, departmental programs, Centers for Medicare and Medicaid Services (CMS), healthcare providers) is accurate.

Class levels are distinguished by differences in the complexity of work in terms of the variety and difficulty of work assignments; and the scope and level of responsibility; the breadth of knowledge and abilities required to perform the work; and the nature and degree of supervision received.

LEVEL I: Positions in this class receive on-the-job training to review, identify, and correct errors found in data contained in the integrated eligibility assistance information system and MMIS. Assignments are performed under close supervision to gain experience for independent performance. As experience is gained the more routine assignments are performed under more relaxed supervision.

LEVEL II: Positions in this class independently review error reports and reports from users to evaluate and identify discrepancies and make corrections based on established laws, rules, guidelines, policies and procedures; perform system testing to ensure corrections are proper, recommend changes to operations and procedures; and participate in the development of system changes and new processes.

LEVEL III: Positions in this class supervise a staff of lower level Public Assistance Data Integrity Technicians in reviewing error reports and enrollment problems reported by internal and external customers, researching and resolving data discrepancies, performing system testing, and developing alternative processes for major on-line system problems.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed. The scope and level of complexity of assigned duties are commensurate with the scope and level of complexity of work reflected in each class.)*

Levels I and II:

1. Reviews error reports and enrollment problems reported by internal and external customers.
2. Conducts data search in the affected information system.
3. Contacts appropriate departmental staff, health plan representative, or others to verify information and identify data discrepancies or operational and procedural problems.
4. Makes corrections to data and/or resolves operational and procedural problems.
5. Performs system testing to ensure corrections are proper and there are no adverse impacts to other data maintained in the information system.
6. Notifies internal and/or external customers of corrective action taken on eligibility or enrollment discrepancies.
7. Makes recommendations for alternative processes for the on-line eligibility assistance information system and MMIS system processing problems.
8. Performs daily reconciliation of eligibility data transmissions to MMIS used to establish health plan enrollment and pay capitation to health plans.
9. Performs quality assurance reviews of manual enrollment updates and documents action taken to ensure an accurate and complete audit trail.
10. Identifies eligibility and enrollment system problems and discusses possible system modifications with supervisor and/or system analyst.

Level III:

1. Oversees all activities to ensure work performed is in accordance with prescribed policies and procedures.

2. Establishes work plans and schedules; makes work assignments; and distributes workload, adjusting staff schedules and assignments to meet operational needs.
3. Reviews and evaluates the work of subordinates; and recommends corrective actions for substandard individual performance.
4. Identifies training needs, and develops and implements training plans for staff.
5. Prepares and maintains statistical reports and descriptive summaries of section productivity, accomplishments, difficulties, and future activities.
6. Participates in requirements and design consultations and recommends modifications to the eligibility and enrollment systems.
7. Develops case scenarios for systems testing; collaborates with system analyst to create test cases; and oversees subordinate staff in testing and documenting test results of modifications.
8. Confers with supervisor or other personnel on difficult or unusually complex problems unable to resolve.

KNOWLEDGE AND ABILITIES REQUIRED: The knowledge and abilities required in order to effectively perform the key duties for this class are indicated in the following table. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in the class.

"P" indicates prerequisite knowledge and abilities, which must be brought to the job. "A" indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.

		Level I	Level II	Level III
KNOWLEDGE OF:				
1.	Public assistance eligibility and/or enrollment criteria.	A	P	P
2.	Health care plans, medical assistance benefits, program eligibility and/or enrollment criteria.	A	P	P
3.	Pertinent laws, rules, guidelines, policies and procedures.	A	P	P

4.	Codes, values, and logic used to process public assistance eligibility and enrollment actions in automated information systems.	A	P	P
5.	Integrated data systems and how the data in each system relates with each other.	A	P	P
6.	Principles and practices of supervision.	N/A	N/A	A
ABILITY TO:				
1.	Analyze information and develop sound conclusions.	P	P	P
2.	Understand, interpret and apply pertinent laws, rules, guidelines, policies, and procedures.	A	P	P
3.	Evaluate and reconcile data from integrated information systems and make corrections.	A	P	P
4.	Communicate clearly and logically, orally and in writing.	P	P	P
5.	Establish and maintain effective working relationships with others.	P	P	P
6.	Plan and prioritize work	P	P	P
7.	Assign, review and evaluate the work of others	N/A	N/A	A
8.	Train and develop staff.	N/A	N/A	A
9.	Develop and implement activities, functions, and objectives in accordance with program goals and priorities.	N/A	N/A	A

MINIMUM QUALIFICATION REQUIREMENTS

Experience Requirements

Applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown in the table below, or any equivalent combination of training and experience:

Class Title	General Experience (Years)	Specialized Experience (Years)	Supervisory Experience/ Aptitude (Years)	Total Experience (Years)
Public Assistance Data Integrity Technician I	2	0	0	2
Public Assistance Data Integrity Technician II	2	1	0	3
Public Assistance Data Integrity Technician III	2	2	*	4

General Experience: Work experience which demonstrated knowledge of public assistance benefits, eligibility and/or enrollment criteria; and/or health care plans, benefits, services, eligibility and/or enrollment requirements; and the ability to read, understand and apply policies, procedures, rules and regulations.

Specialized Experience: Work experience which demonstrated the ability to evaluate and reconcile data from integrated health care information systems, and make corrections based on pertinent laws, rules, guidelines, policies and procedures.

Supervisory Experience: Supervisory work experience which included:
1) planning, organizing, scheduling, and directing the work of others; 2) assigning and reviewing their work; 3) advising them on difficult work problems; 4) training and developing subordinates; and 5) evaluating their work performance.

Supervisory Aptitude: For the Public Assistance Data Integrity Technician III level, applicants must possess supervisory aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader; or in similar work in which opportunities for demonstrating supervisory capabilities exist; or by the completion of training courses in supervision accompanied by application of supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Quality of Experience

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification

Specialized knowledge, skills, and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements

Applicants must be able to perform the essential functions of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the specifications for the classes PUBLIC ASSISTANCE DATA INTEGRITY TECHNICIAN I and II (PUB ASST DATA INTGRTY TECH I/II) which were approved on April 25, 2014; and the first specifications for the new class PUBLIC ASSISTANCE DATA INTEGRITY TECHNICIAN III (PUB ASST DATA INTGRTY TECH III).

DATE APPROVED: 4/1/15

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