



MEDICAID AUDITOR I

CHARACTERISTICS OF WORK:

This is investigative work gathering evidence to determine compliance with state and federal laws, rules, and regulations. Work involves responsibility for reviewing paid claims, ascertaining facts, and obtaining documentation involving claims submitted by providers of service and receipt of benefits by recipients. Incumbents prepare reports of activities and maintain accurate records of findings. Work is performed under the general direction of Medicaid supervisory personnel and is reviewed through periodic reports and conferences.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Three (3) years of experience related to the described duties.

Substitution Statement:

Related education and related experience may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to walk. The incumbent is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Communication Skills: Shares information in writing or verbally.

Concisely and correctly answers questions and/or advises, explains, or conveys information to the public. Asks appropriate questions to gain information needed to assist the service provider, perform an audit, or provide information to the public. Participates effectively in meetings, seminars, and training sessions. Presents information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: message screens, audit reports, letters, e-mails, reports, memorandums, etc. Presents facts or information to a group in written and/or oral form such as speaking to groups or testifying in a trial, providing necessary supporting documents. Confers with medical consultants, representatives of professional organizations and others to provide instructions, obtain advice, coordinate policies and procedures, and resolve common problems related to the Medicaid

program. Maintains liaison with other regulatory and enforcement personnel of federal, state, and local governments.

Workflow Management: Possesses the ability and willingness to perform work within defined specifications and timelines and to manage conflicting priorities.

Schedules and manages workload to achieve goals. Works independently resolving all tasks timely. Researches and finds solutions using all available informational resources. Effectively manages and safeguards agency resources such as computer equipment, travel expense reimbursement, supplies, etc. Makes appropriate choices or exercises sound judgment for a variety of circumstances. Exercises appropriate level of professional skepticism based on information obtained. Adapts to a variety of situations and surroundings.

Audit Performance: Performs, reviews, and investigates work to ensure compliance with established policies, procedures, rules, and regulations.

Reviews providers of service under the Medicaid Program to determine compliance with state and federal laws, rules, and regulations. Develops audit work papers that are concise, self-supportive, explanatory, and legally defensible while identifying source, purpose, and conclusion. Reviews data on providers and recipients to detect possible fraud, abuse, or over-utilization or payment of services and may conduct in-depth investigations of all provider cases involving suspected Medicaid abuse preliminary to an administrative hearing or the initiation of a civil or criminal action. Researches, collects, and analyzes Medicaid data from sources including recipients, providers of service, policy, and procedural manuals, computer reporting systems, eligibility case records, professional references, insurance companies, fee schedules, and other sources to answer questions, resolve problems, and ensure correct application of Medicaid policy.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Reviews paid claims
2. Monitors accounts receivable and payable data.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Conducts audits of paid claims by fiscal agent under the Medicaid Program to determine compliance with state and federal laws, rules, and regulations.

Makes a thorough examination of records to verify correct payment of Medicaid claims.

Reviews check receipts and enters data into a tracking system.

Verifies accuracy of disposition forms.

Reviews data on providers and recipients to detect over-utilization of services provided by the Medicaid Program.

Reviews appropriate data to determine the accuracy of paid claims by the Division of Medicaid.

Reconciles check receipts and reports.

Compiles and completes reports for agency accountability and administration.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.