



MEDICAID INVESTIGATOR I

CHARACTERISTICS OF WORK:

This is field investigatory work with responsibility for determination of compliance with State and Federal laws, rules, and regulations. Work involves performing desk and field investigations, ascertaining facts and obtaining evidence involving claims submitted by providers of service, and receipt of benefits by recipients. Incumbents prepare reports of activities, maintain accurate records of findings, and testify in court or administrative hearings as necessary. Work is performed under the general direction of the Branch Director or immediate supervisor 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:

A Bachelor's Degree from an accredited four-year college or university.

OR

Education:

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

AND

Experience:

Four (4) years of experience related to the described duties.

Substitution Statement:

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

Licensure:

Must possess a valid driver's license, as verified by the hiring agency.

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.

Far Acuity: Clarity of vision at 20 feet or more.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Depth Perception: Three-dimensional vision. Ability to judge distances and spatial relationships so as to see objects where and as they actually are.

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: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

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

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

Accountability: Accepts responsibility for actions and results.

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

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

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

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

TECHNICAL COMPETENCIES:

Investigation: Examines and evaluates all relevant facts to determine a logical and supported conclusion.

Investigates Medicaid claims to ensure compliance with state and federal laws, rules, regulations, and Medicaid program policies. Collects and synthesizes information obtained through research. Identifies key issues and facts. Conducts a thorough analysis of the facts. Gathers evidence and ascertains facts.

Compliance: Ensures compliance of applicable state, federal, and agency laws and regulations.

Ensures compliance with state and federal laws, rules, and regulations regarding Medicaid.

Report writing and Record Keeping: Maintains adequate records and files on investigative findings.

Compiles and completes investigative reports for agency accountability and administration. Prepares and maintains investigative files. Organizes information clearly. Supports conclusions and recommendations. Uses correct spelling and grammar. Submits reports on time.

Information Management: Identifies a need for and knows where or how to gather information.

Researches, collects, and analyzes Medicaid data from data sources to answer questions and resolve problems. Confers with medical consultants, representatives of professional organizations, and others to obtain advice and information. Organizes and maintains information.

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. Performs investigative work to determine compliance with state and federal laws, rules, regulations, and Medicaid program policies by medical providers of Medicaid services.
2. Investigates recipients who may have improperly received Medicaid benefits.

3. Serves as liaison between the division of Medicaid and local law enforcement agencies.
4. Resolves Medicaid problems through research and consultations.

EXAMPLES OF WORK:

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

Travels frequently for the investigation of Medicaid providers/recipients.

Investigates providers/recipients of service under the Medicaid Program to determine compliance with State and Federal laws, rules and regulations.

Makes a thorough examination of records to determine that services for which Medicaid has been billed and has paid have been provided to the recipients; contacts recipients in home settings for verification of billed services and to obtain necessary facts and statements relating to recipient card abuse cases.

Conducts in-depth investigations of all provider cases involving suspected fraud and/or abuse preliminary to an administrative hearing or the initiation of a civil or criminal action.

Appears as an expert witness by testifying at Board disciplinary hearings and in Federal and State Court.

Compiles and completes investigative reports for agency accountability and administration.

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

Confers with medical consultants, representatives of professional organizations, and others to provide instruction, obtain advice, coordinate policies and procedures, and resolve common problems related to the Medicaid program.

Researches, collects, and analyzes Medicaid data from data sources including recipients, providers, manuals, reporting systems, professional references, fee schedules, and other sources to answer questions and resolve problems.

Performs desk and field investigations of providers/recipients under the Medicaid program.

May handle intensive field examination of employer, bank, courthouse, and collateral contract records to determine that services for which Medicaid has paid were eligible to be received by the recipients; contacts recipients in home settings for verification of report eligibility factors.

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.