

CLASSIFICATION: Quality Control Reviewer II

Class Code: 7406-22

Date Established: 1-19-12

Occupational Code: 7-7-7

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To investigate and review public and provider programs to ensure compliance with program standards, to make recommendations for improvements or changes in program procedures, and to review the work of and act as a technical resource to Quality Control Reviewer I staff.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Interviews providers or recipients for the purpose of verifying information found in case records.
- Participates in the development and maintenance of a system of reviews utilizing regulatory agency standards, objectives and goals as evaluation tools.
- Conducts detailed review and analysis of randomly selected clientele and audits payment cases, including open and closed records.
- Reviews federal and state regulations and policies and applies them to cases being reviewed.
- Prepares reports of program activities for review by supervisors and federal officials.
- Conducts investigations through state agencies, employers and various financial and insurance agencies to verify any other information relevant to a particular case's eligibility history.
- Reviews the work of Quality Control Reviewer Is for accuracy, timeliness, and completeness.
- Acts as a technical resource for Quality Control Reviewer I staff concerning the interpretation of state and federal rules, regulations, and policies, and communicates with Division policy staff and federal oversight agencies to discuss and analyze interpretation of policy and regulations.
- Attends corrective action meetings and special program audits and develops recommendations and corrective action plans for prevention of eligibility errors and consistent interpretation and application of policy.

DISTINGUISHING FACTORS:

Skill: Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

Knowledge: Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

Supervision: Requires direct supervision of other employees doing related or similar work, including scheduling work, reviewing work for accuracy, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires reviewing summaries and reports and making decisions to solve problems or to achieve work objectives as well as articulating and expressing those solutions and goals. This level also requires formal presentations of solutions and goals to employees and the general public to increase the responsiveness of the agency toward the demands of its client system.

Complexity: Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

Independent Action: Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university with a major study in human services, behavioral sciences, business, public administration, law, or a related field. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years of experience as a Quality Control Reviewer I, with responsibility for reviewing the work of peers, preparing reports on investigations, and reviewing and understanding federal and state regulations related to program eligibility. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

RECOMMENDED WORK TRAITS: Considerable knowledge of federal and state laws, policies, and regulations relating to financial eligibility for food stamps, Medicaid and other programs administered by the Department. Working knowledge of computer spread sheets, word processors, NewHeights and other data sources. Ability to establish and maintain working relationships with staff, other agency employees, and the general public. Ability to train staff concerning proper procedures and interpretation of policy. Ability to analyze and evaluate the work of others. Ability to interview clients and witnesses to obtain corroborating evidence for eligibility determination. Ability to work independently with a minimum of supervision. Ability to communicate tactfully and effectively both orally and in writing. Ability to write technical information with respect to state and federal regulation and review findings. Ability to understand and interpret the functional interrelationship of policy and regulations with respect to determining eligibility. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.