

CLASSIFICATION: PROVIDER SERVICES REPRESENTATIVE I

Class Code: 7141-19

Date Established: 02-20-80

Occupational Code: 7-7-7

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To investigate and review client claims problems and to monitor policies and procedures for existing social services programs.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Investigates, reviews and substantiates client claims to approve payments for administrative funds not covered by federal financial participation.
- Analyzes client problems and refers to appropriate state agency or health care provider to expedite payments, eligibility or service delivery as broadly defined by the agency's goals and objectives.
- Contacts providers on behalf of clients and negotiates appointments for evaluations to ensure that eligibility determinations are made within the timeframes required by federal regulation.
- Plans training programs for staff, healthcare professionals and others to promote understanding of the agency's policies and to ensure appropriate and cost effective service delivery.
- Contacts and requests additional medical information from contracted providers needed to coordinate the development of the medical record necessary for eligibility decisions.
- Makes recommendations to management personnel relative to possible program improvements to assist in reducing claims problems.

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 contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

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.

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Communication: Requires summarizing data, preparing reports and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

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 major study in business or public administration, public relations, social work, sociology, psychology, health care administration, or human services. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in public contact work with one year in social or employment service work at a technical or supervisory level. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid New Hampshire driver's license.

RECOMMENDED WORK TRAITS: Knowledge of social services, billing procedures, systems operations, and referral resources. Knowledge of social or employment services as applicable to individual state agency program. Knowledge of report writing. Knowledge of statistics. Knowledge of public speaking. Ability to speak before groups. Ability to clearly explain relevant rules and state policy. Ability to review data and research errors. Ability to write reports. Ability to communicate effectively both orally and in writing. Ability to establish and maintain effective relationships with professional people and the public. 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.