

**State of Michigan
Civil Service Commission**
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code 1. DEPSPL2E89N

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency MDHHS-COM HEALTH CENTRAL OFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Bureau of Legal Affairs
4. Civil Service Position Code Description DEPARTMENTAL SPECIALIST-2	10. Division Operations & Assistance Legal Division
5. Working Title (What the agency calls the position) Appeals Review Officer	11. Section Appeals Section
6. Name and Position Code Description of Direct Supervisor CARRIER, MARY K; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor STORK-PHILLIPS, DENISE; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 235 S. Grand; Lansing, MI 48910 / 8 am - 5 pm

14. General Summary of Function/Purpose of Position

The individual in this position functions as a staff specialist to insure due process for Department of Health & Human Service (MDHHS) providers and beneficiaries. This due process is outlined in the Social Welfare Act, Provider and Hearing Rules, the Federal Fair Hearings Act, and the Public Act of 1939 as amended. This person must possess in depth knowledge of Medicaid policy, Administrative Law and Federal and State laws as the position is responsible for representing MDHHS in beneficiary hearings, conducting Department Reviews and performing other duties assigned by the position's supervisor.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 40

Department of Health & Human Services Representative: This individual is the representative for the Department of Health and Human Services (MDHHS) at the beneficiary initiated hearings held before the Administrative Law Judges (ALJ).

Individual tasks related to the duty:

- Currently the programs and issues represented by this position include, but are not limited to: nursing home eligibility and beneficiary eligibility for home help services.
- This individual must have a thorough knowledge of all these MDHHS programs and their respective policies, as authority is given to this individual to advise Department staff as to whether the case should proceed to hearing or not.
- Responsibilities of this position include: providing the ALJ with a comprehensive hearing summary of the facts in the case, presenting evidence and exhibits at the hearing and questioning witnesses during the hearing.

Duty 2

General Summary:

Percentage: 40

This individual conducts preliminary and bureau conferences, for Medicaid enrolled provider contested cases as defined by the Social Welfare Act, MCLA 400.1 et seq. and Administrative Rules. Prior to the Department taking an adverse action, an Internal Conference is held with a provider to give them the opportunity to submit additional documentation for review.

Individual tasks related to the duty:

- This position conducts Internal Conferences involving Dental Providers (DDS), Medical Doctors (MD) and Doctors of Osteopathy (DO).
- This individual conducts conferences by analyzing and evaluating data, medical records, testimony, evidence and related program policy.
- Prior to or during the conference, this individual has the authority to issue a recommendation or decision to overturn or modify the original determinations made by MDHHS managers or contracted professionals.

Duty 3

General Summary:

Percentage: 20

The individual in this position conducts the Department Review process; hears testimony, this includes listening to testimony of the Department and client (or client's representative); reviewing documents presented and then renders a written decision. Department Reviews are conducted in situations where an evidentiary hearing and/or attorneys are not required.

Individual tasks related to the duty:

- Department Reviews are held for the following: MDHHS programs when the underlying statute does not require an evidentiary hearing: -- Children's Special Health Care Services (CSHCS) and Healthy Michigan Plan (HMP) collections

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Examples of independent decisions made in this position include choosing appropriate witnesses, evidence preparation and case presentation at hearing. Department contacts and beneficiaries involved in cases are affected by how the person in this position approaches a case – particularly when opportunities to resolve cases arise.

17. Describe the types of decisions that require the supervisor's review.

- Cases in which it appears the Department erred in making its determination and the Department must make large monetary restitution.
- Cases with very complex legal issues whose resolution may depend upon an interpretation of the case law or in determining the Department's statutory authority.
- Cases in which a beneficiary threatens the use of violence or becomes verbally abusive toward anyone associated with a case are discussed with the supervisor.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

The individual in this position has complex responsibility with rigid timeframes. As a result of the adversarial nature of the duties, may be subjected to outbursts of anger from a provider or beneficiary and/or their representatives.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|---|------------------------------------|---|-----------------------------------|
| N | Complete and sign service ratings. | N | Assign work. |
| N | Provide formal written counseling. | N | Approve work. |
| N | Approve leave requests. | N | Review work. |
| N | Approve time and attendance. | N | Provide guidance on work methods. |
| N | Orally reprimand. | N | Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

The responses are accurate and correct.

23. What are the essential functions of this position?

The primary duties of this position includes:

1. Represent the Department at beneficiary hearings.
2. Conduct Department Reviews.
3. Conduct Conferences for adverse actions taken against Providers, as required by Federal & State Laws.
4. Renders decisions on cases as related to applicable Department programs and policies.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

While this position continues to carry the same proportions of responsibilities regarding representation responsibilities and conference assignments, updates are necessary since the last posting of this position back in 2012. As appeal volume received by the Section changes, as will the case types assigned to each Appeals Review Officer. This position evolved to focus on appeals related to Medicaid Beneficiary medical eligibility for programs such as Nursing Home services and Home Help services. These case types have been strongly represented in the workload of this position over the years and are anticipated to continue to grow in volume.

Additional changes include updating DCH to DHHS throughout and adding required language under KSA's.

25. What is the function of the work area and how does this position fit into that function?

The function of the Appeals Section is coordinating and conducting all appeals resulting from adverse actions taken by the MDHHS against Medicaid provider and beneficiaries. The staff specialist conducts and adjudicates appeals, conferences and hearings to determine whether a Departmental decision should be upheld or overturned.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Specialist 13 - 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

- Broad and in-depth knowledge of all Medicaid Provider Types and Programs.
- Excellent oral and written communication skills.
- Ability to comprehend and evaluate complex legal, regulatory, and medical terminology.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

**CERTIFICATES, LICENSES,
REGISTRATIONS:**

None.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None.

I certify that the entries on these pages are accurate and complete.

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date