

Position Code 1.

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 Medicaid Program Operations and Quality Assurance
4. Civil Service Position Code Description Departmental Analyst Trainee	10. Division Program Review Division
5. Working Title (What the agency calls the position) Transportation Analyst	11. Section Ancillary Review Section
6. Name and Position Code Description of Direct Supervisor ; STATE ADMINISTRATIVE MANAGER-1 15	12. Unit
7. Name and Position Code Description of Second Level Supervisor ; STATE DIVISION ADMINISTRATOR 17	13. Work Location (City and Address)/Hours of Work 400 S PINE ST; LANSING, MI 48933 / Monday - Friday 8 - 5
14. General Summary of Function/Purpose of Position In a training capacity, this position serves as the analyst responsible for the Non-Emergency Medical Transportation (NEMT) program for fee-for-service Medicaid beneficiaries requiring state-level review, providing review of NEMT requests, data collection and analysis for program review, effectiveness, and compliance, in conjunction with the section manager. The position provides consultation and information to contractors, Michigan Department of Health and Human Services (MDHHS) staff, beneficiaries and the general public. The position is responsible to prepare summaries and testify at NEMT-related Administrative Hearings filed on cases reviewed.	

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: 85

In a training capacity, serves as the analyst for review of NEMT services and transportation prior authorization requests that require state-level review, providing review of NEMT requests, data collection and analysis for program review, effectiveness, and compliance.

Individual tasks related to the duty:

- Interpret and apply existing policy and procedures as they relate to issues regarding non-emergency medical transportation prior authorization requests to determine coverage and approve beneficiary services
- Instruct case workers, providers, beneficiaries, and family members in the application process
- Review and resolve transportation issues.
- Compile program data and perform analysis for program review, effectiveness, and compliance
- Prepare reports for section management and make recommendations based on analysis and research

Duty 4

General Summary:

Percentage: 5

Administrative Hearings: Represent the Department during the appeals process for NEMT-related appeals on cases reviewed, including preparation of necessary case summary and professional testimony. Resolve individual case issues connected with appeals, as feasible, to eliminate the need for administrative hearings. Liaison with advocates, beneficiaries, families, and providers regarding decisions on the coverage or denial of assigned review areas.

Individual tasks related to the duty:

- Daily contact with beneficiaries and beneficiary representatives, providers, allied health professionals, physicians, case managers, and transportation providers through written correspondence and telephone calls to obtain information, clarify data, and interpret inquiries and resolve if possible and appropriate.
- Defend decisions to beneficiaries, family members and/or advocates, providers, physicians, allied health professionals, and other agencies.
- Prepares appropriate documents and attends hearings to clarify the NEMT program policies and decisions regarding coverage or denial of requested services.
- Provides interpretation of current policy, standards of care, existing laws and federal and state rules and regulations for the hearing officers.

Duty 5

General Summary:

Percentage: 10

Other duties as assigned.

Individual tasks related to the duty:

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

Position interprets and applies existing policy and procedures as they relate to NEMT services and transportation prior authorization requests requiring state-level review to determine coverage and approve beneficiary services; compiles data and analyzes on-going program operations and recommends modifications of policies and procedures to achieve greater efficiency and compliance. Beneficiaries, providers, county offices, outside contractors and MDHHS could be affected by these decisions.

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

Any decisions that are of a higher-than-normal complexity, where policy does not exist, has the potential to set precedent, or is of a politically-sensitive nature will require supervisor review.

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.

Extensive computer work, telephone and sitting for long periods of time.

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?

I agree

23. What are the essential functions of this position?

In a training capacity, this position serves as the analyst responsible for the Non-Emergency Medical Transportation (NEMT) program for fee-for-service Medicaid beneficiaries requiring state-level review, providing review of NEMT requests, data collection and analysis for program review, effectiveness, and compliance, in conjunction with the section manager. The position provides consultation and information to contractors, Michigan Department of Health and Human Services (MDHHS) staff, beneficiaries and the general public. The position is responsible to prepare summaries and testify at NEMT-related Administrative Hearings filed on cases reviewed.

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

Trainee PD

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

The Ancillary Review Section is responsible for the DIS program, NEMT, hearing aids, IS/OOS liaison, over and under 21 dental programs for Title V and Title XIX beneficiaries, Bureau and Division responses to public policy and legislative inquiry. This position performs in that capacity for the non-emergency transportation.

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 Analyst 9

No specific type or amount is required.

Departmental Analyst 10

One year of professional experience.

Departmental Analyst P11

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

Departmental Analyst (Departmental Trainee) 9

Education

Educational level typically acquired through completion of high school.

Experience

Four years of experience as an advanced 9-level worker in an ECP Group One classification.

OR

Three years of experience as an E9, E10, or E11-level worker in an ECP Group One classification.

OR

Two years of experience as an experienced level worker in an ECP Group One technician or paraprofessional classification.

OR

Two years of experience as a first-line supervisor in an ECP Group Three classification.

OR

One year of experience as a second-line supervisor in an ECP Group Three classification.

*Paraprofessional classifications are those requiring an associate's degree or two years of college.

Educational Substitution

College credits may be substituted on a proportional basis (one year of college education may substitute for one quarter of the required experience) for up to one half of the required experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Awareness and understanding of relevant state and federal regulations and Medicaid policies. Excellent communication skills, analytical ability, computer expertise and interpretive skills.

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.

1/30/2024

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

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

N/A

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