

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-CTR FORENSIC PSYCHIATRY
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission)
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	10. Division Administrative Services
5. Working Title (What the agency calls the position) Reimbursement Technician	11. Section Reimbursement
6. Name and Position Code Description of Direct Supervisor VACANT; DEPARTMENTAL SUPERVISOR-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor WOOLARD, CHANTELE J; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 8303 Platt Road, Saline, MI 48176 / 8:00am-4:30pm M-F

14. General Summary of Function/Purpose of Position

The Center for Forensic Psychiatry is a secure environment mental health hospital. This position will regularly have face to face contact with patients adjudicated incompetent to stand trial (IST) and not guilty by reason of insanity (NGRI). This position reviews client reimbursement information and determines available third party benefits; conduct interviews and investigations to obtain required confidential information from various sources, including patients, parents, guardians, payees, state and federal government agencies and insurance companies to determine financial liability by identifying responsible parties, county of residence and insurance information; verifies eligibility and benefit information with third party payers. Applies for health insurance benefits if necessary and assist with determining county of liability/financial responsibility.

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**

Determines financial liability for cost of care of mental health services in accordance with the Michigan Mental Health Code, Administrative Rules, and DHHS policies and procedures.

Individual tasks related to the duty:

- Interviews, investigates and obtains required confidential information from various sources, including parents, spouses, payees, state and federal governmental agencies and insurance companies to determine financial liability by identifying responsible parties, county of residence and insurance information.
- Completes determinations(s) and informs responsible parties of their financial liability and appeal rights.
- Enters determinations(s) into itemized computer system (Avatar).
- Determines county of residency and prepares notification to responsible county.
- Represents DHHS and testifies at administrative appeal hearings regarding the formulation of financial determinations.
- Completes Financial Eligibility form in Avatar, upload financial determination, AOB/MSP/LRD in Avatar notify Lansing with all documents are uploaded and of any changes to current documents.
- Submits required documentation to DHHS Reimbursement Office as required.
- Reviews and verify patient insurance coverage, ensuring proper documentation of health plans. May need to apply for Medicaid and Medicare benefits for patients, when applicable for mental health services rendered.
- Perform related duties as assigned.

Duty 2**General Summary:****Percentage: 30**

Determine and complete upon admission initial/or annual financial determinations.

Individual tasks related to the duty:

- When applicable, send annual letters to responsible parties requesting financial information.
- Reviews patients' CFP accounts and Avatar chart.
- Interview patients.
- Complete initial financial determinations upon admission and enter information into Avatar.
- Complete annual financial determinations and enter information into Avatar.
- Submit required documentation to DHHS Reimbursement Office as required.

Duty 3**General Summary:****Percentage: 25**

Perform other administrative duties as needed.

Individual tasks related to the duty:

- Check for discharges/transfers. Send copies of file on transfers to receiving facility.
- Request changes/proration to bill charges.
- Review charge files to ensure accuracy in billing.
- Review past due accounts and recommend treasury referrals to Billing Department in Lansing.
- Review and resolve any county billing dispute.
- Check Avatar personal legal status for probated orders on patients and send info to Billing Department in Lansing.
- Look up insurance information on CHAMPS, CLAIMSHUTTLE, WPS, BCBSM systems.
- Compose letters.
- Files paperwork as needed.
- Performs related work as assigned.

Duty 4**General Summary:****Percentage: 5**

Data entry of laboratory invoice.

Individual tasks related to the duty:

- Complete the monthly laboratory invoice entry into Avatar.

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

Decisions are made independently daily that affect DHHS, the patient, spouse, guardian, and/or parents. Independent decisions include:

- Determining financial liability.
- Arranging payments for spouse, guardian and/or individuals.
- Deciding when to refer an account to Department of Treasury.

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

Decisions that may conflict with billing procedures, policies, Administrative Rules.

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.

Walking; standing; lifting; sitting; bending; adjusting to varying building temperatures. Direct contact with mental health patients in a hospital setting.

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):

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> 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?

Management prepared.

23. What are the essential functions of this position?

Determining patients' financial eligibility, and ability to pay. The candidate should be able to work independently, as well as part of a team, and be able to work on a computer for extended periods of time. Experience working in a healthcare setting with the ability to work with diverse populations and understand varying healthcare needs. Must be able to meet with patients that may display unpredictable behavior at times. Ability to do simple mathematics is required. This position requires 8.0 hours per day or 40 hours/week.

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

Minor updates made as determinations are now completed upon admission, and annually. Previously 61st day and/or annually, which has been removed from duty 2. 3270 Emulator removed.

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

The work area is responsible for reimbursement functions according to the Mental Health Code Public Act 290. This position determines financial liabilities and is responsible for the entry of those determinations into the Avatar system.

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

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7

One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8

One year of experience performing administrative support activities equivalent to the 8-level in state service.

OR

One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

Departmental Technician E9

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

Alternate Education and Experience

Departmental Technician 7

Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8

Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9

Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service Job Specification. In addition:

- Knowledge of the techniques of interviewing and obtaining information.
- Ability to use a computer.
- Ability to interpret and apply complex laws, rules and regulations.
- Ability to analyze data and make recommendations.
- Ability to communicate effectively.
- Ability to maintain favorable public relations.
- Additionally, as listed on the Civil Service Job Specification.

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.

N/A

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

EMILY WILLIAMS

2/19/2026

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