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| **State of MichiganCivil Service Commission** |

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| **Position Code** |

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| Capitol Commons Center, P.O. Box 30002Lansing, MI 48909 |

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| **POSITION DESCRIPTION** |

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| 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. |

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| **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)** |
|  | Medicaid Care Management & Customer Service |
| **4. Civil Service Position Code Description** | **10. Division** |
| Departmental Analyst-E | Pharmacy Management Division |
| **5. Working Title (What the agency calls the position)** | **11. Section** |
| Pharmacy Programs Interface Analyst | Pharmacy Services Section |
| **6. Name and Position Code Description of Direct Supervisor** | **12. Unit** |
| MELVIN, MICHAEL; STATE ADMINISTRATIVE MANAGER-15 |  |
| **7. Name and Position Code Description of Second Level Supervisor** | **13. Work Location (City and Address)/Hours of Work** |
| BOUCK, TRISH M; STATE DIVISION ADMINISTRATOR 17 | 400 S. Pine, Capitol Commons Center, Lansing, MI / Monday - Friday 8 am - 5 pm |

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| **14. General Summary of Function/Purpose of Position** |

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| This position is the analyst responsible for the Department's pharmacy and rebate data interfaces and pharmacy data quality oversight (data warehouse).  This individual is responsible for analyzing pharmacy claims data to evaluate the quality, accuracy, and completeness of MDHHS pharmacy services, monitoring the multiple interfaces, and serving as the Division liaison with the CHAMPS subject matter experts/team leads, BPHASA and the Department's Pharmacy Benefit Manager (PBM) Vendor. |

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| **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.** |

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| **Duty 1** |
| **General Summary:** | **Percentage:** | **30** |
| Serves as the compliance analyst for electronic interfaces with the Department's Pharmacy Benefit Manager (PBM) vendor, as well as between CHAMPS, the data warehouse, and external entities. Ensures compliance with data standards, identifies and resolves batch and claim load errors, and communicates with stakeholders. Reviews Managed Care Organization (MCO) pharmacy data for quality improvement, evaluates internal controls for weaknesses, and updates technical specifications as needed. |
| **Individual tasks related to the duty:** |  |  |
| * Identifies and documents data integrity issues. Researches the root cause of the issues and develops a corrective action plan to remedy the situation.
* Independently research and analyze complex data integrity
* Propose solution(s) to resolve data integrity issues as they occur
* Develops and performs a procedure to track, document, and record interface loads. Compares loads with contract language to ensure compliance with timeliness requirements. Initiates appropriate measures to rectify non-compliance issues.
* Evaluates every interface for load success or failures/errors. Researches and formulates solutions to ensure that all data in the interface is correctly stored in the data warehouse.
* Initiates communication among all relevant parties (DTMB, managed care entities, and various areas in the department and across multiple State Agencies)
* Attends and participates as necessary internal and stakeholder meetings related to interface loads and pharmacy data
 |
| **Duty 2** |
| **General Summary:** | **Percentage:** | 30 |
| This position operates as the analyst for fee-for-service pharmacy data submissions for internal and external stakeholders. Provides secondary assistance to Division and Bureau staff on MCO pharmacy data and rebate files. |
| **Individual tasks related to the duty:** |  |  |
| * Regularly performs analysis of data in the warehouse for compliance with standards, regulations, and contract requirements
* Research and develop a procedure to identify inaccurate/invalid data for source and reason.
* Prepare, submit, track, and complete Open-source Ticket Request (OTRS) for issues related to missing, invalid, or inaccurate data to ensure that issues are brought to resolution and within the standards and requirements
* Consolidate data and prepare regularly requested or ad hoc reports
* Investigate and respond to requests for information from internal and external stakeholders (providers, beneficiaries, and pharmaceutical representatives) regarding pharmacy services
 |
| **Duty 3** |
| **General Summary:** | **Percentage:** | 30 |
| Monitors inquiries for CHAMPS interfaces, the PBM, department staff, and external entities |
| **Individual tasks related to the duty:** |  |  |
| * Responds to requests for information from internal and external stakeholders (providers, beneficiaries, and pharmaceutical representatives) regarding pharmacy services.
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| **Duty 4** |
| **General Summary:** | **Percentage:** | **10** |
| Other duties as assigned |
| **Individual tasks related to the duty:** |  |  |
| Other duties as assigned |

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

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| Reviewing data, preparing reports, and resource information; suggest processes for change and improvements, utilizing relational database applications to compile, manipulate, query, report and analyze large data sets; and monitoring data submissions. |

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

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| Due to the highly sensitive nature of this contract, supervisor's review would be involved in decisions that could have a negative political impact.  Issues or problems that have program-wide implications or impact other areas than the specific assigned area of responsibilityWhen implementing new processes and procedures, as well as reviewing existing proposed laws and regulations. When advising internal and external stakeholders on contractual and compliance matters. When policies and procedures appear to conflict with one another and/or are on controversial issues. |

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| **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.** |

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| Limited physical effort is required in the performance of this job.  Sitting for extended periods of time while performing data analysis, utilizing computer software, processing forms, and minimal bending and walking.  The environment is comfortable and usually does not require change of setting for work hours (i.e., out of doors to indoors, or floor to floor in building) |

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| **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.** |

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| **Additional Subordinates** |

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

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| Complete and sign service ratings. |

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| Assign work. |

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| Provide formal written counseling. |

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| Approve work. |

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| Approve leave requests. |

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| Review work. |

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| Approve time and attendance. |

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| Provide guidance on work methods. |

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| Orally reprimand. |

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| Train employees in the work. |

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

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| Management prepared |

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| **23. What are the essential functions of this position?** |

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| This position serves as the analyst responsible for monitoring the Department’s pharmacy and rebate data interfaces and pharmacy data quality oversight (data warehouse). This individual is responsible for monitoring pharmacy claims data to evaluate the quality, accuracy and completeness of MDHHS pharmacy services; monitoring the multiple interfaces and communicates with the CHAMPS subject matter experts/team leads, BPHASA, and the Department's Pharmacy Benefit Manager (PBM) Vendor. |

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

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| Position will now provide secondary assistance on rebate and MCO pharmacy data files/interfaces.Duty 1: Does not directly implement protocols to oversee pharmacy data transfers or interfaces.Duty 2: Does not directly develop quality control procedures. Duty 3: Does not develop and maintain training procedures.Duty 4: Removed entirely. |

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

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| Pharmacy Services Section is responsible for MDHHS pharmacy program operations for Medicaid, CSHCS, MOMS SMP, and waiver programs.  This position is responsible for data analysis and quality improvement related to pharmacy operations |

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

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| **EDUCATION:** |

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| Possession of a bachelor’s degree in any major. |

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| **EXPERIENCE:** |

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| **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 stateservice. |

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| **KNOWLEDGE, SKILLS, AND ABILITIES:** |

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| Pharmaceutical knowledge is highly desirable, as are computer literacy, data analysis and project management skills |

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| **CERTIFICATES, LICENSES, REGISTRATIONS:** |

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

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| ***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.*** |

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| **Supervisor** |

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| **Date** |

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| **TO BE FILLED OUT BY APPOINTING AUTHORITY** |

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

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

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| **Appointing Authority** |

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| **Date** |

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| ***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.*** |

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| **Employee** |

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