

**State of Michigan
Civil Service Commission**

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

Position Code

1. MEDUTALA

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 Care Management
4. Civil Service Position Code Description Medicaid Utilization Analyst-A	10. Division Pharmacy Management Division
5. Working Title (What the agency calls the position) Utilization Reviewer FC-PMOU	11. Section Psychotropic Medication Oversight Unit (FC-PMOU)
6. Name and Position Code Description of Direct Supervisor SCHOFIELD, CHERYL L; STATE ADMINISTRATIVE MANAGER-1	12. Unit
7. Name and Position Code Description of Second Level Supervisor BOUCK, TRISH M; STATE DIVISION ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 400 South Pine, Lansing MI / M-F 8-5

14. General Summary of Function/Purpose of Position

This position serves as the recognized resource to identify foster care individuals with psychotropic medication regimens that require additional physician review, preparing the physician review materials, and then performing additional monitoring or follow-up required following the physician review. Physician reviews are required for complex psychotropic medication cases as part of the Michigan Department of Health and Human Services Foster Care Psychotropic Medication Oversight (FC-PMOU) Section policy FOM 802-1 which was mandated as a result of a lawsuit settlement agreement. This position collaborates with the Foster Care - Psychotropic Medication Oversight steering committee across Department administrations (e.g., Health Services and Permanency and Wellbeing) and makes recommendations for improving psychotropic medication oversight and physician reviews. This position also works with various teams to re-design and implement the physician review process into the currently scheduled-to-be created CCWIS program replacing the MiSACWIS program. To identify psychotropic medication regimens that require additional physician review according to policy, the Utilization Reviewer actively monitors Medicaid claims data. Cases identified are prepared and assigned by the Utilization Reviewer to the MDHHS psychiatrist performing foster care psychotropic medication physician reviews. To maintain compliance with the lawsuit settlement agreement and policy requirements, the Department relies on the medical/pharmacological expertise in this position to prioritize high-risk cases for immediate review. This position collaborates with the FC-PMOU Outreach Analyst and Data Specialist to gather data, prepare utilization reports, and then develops and disseminates procedure and technical guidance information to MDHHS external customers/stakeholders as a result of the cases that have required Physician Review and follow-up.

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: 60

As the recognized resource, reviews current Michigan Department of Health and Human Services Psychotropic Medication Oversight procedures to identify situations that meet the criteria for Physician Review as outlined in MDHHS Policy 802-1.

Individual tasks related to the duty:

- Gathers, reviews, and identifies Medicaid medical and pharmacy claim utilization data and clinical documentation relating to the Michigan Department of Health and Human Services Psychotropic Medication Oversight section policy and procedures (e.g., FOM 802-1 mandated requirements resulting from earlier Department lawsuit settlement agreement).
- Determines if the claim utilization data meets the threshold warranting physician review, or if circumstances exist whereby the review is not currently necessary.
- For situations where a physician review document is warranted, review the youth's MiSACWIS and Access database file to determine if such review has previously occurred and reconcile to ensure the same medications are identified for review or any medication differences.
- Prioritizes high-risk cases warranting immediate physician review or Permanency and Wellbeing Section Medical Consultant involvement.
- Work with various teams to re-design and implement new physician review processes that will be implemented into a new program CCWIS (Comprehensive Child Welfare Information System) which is replacing the MiSACWIS (Michigan Statewide Automated Child Welfare Information System) program.
- Design, maintain, and run queries within the freestanding Access database to gather information on the concomitant situations, age of youth, or FDA maximum daily dose guidelines which could indicate that the criteria for a physician review have been met.
- Recommends developing additional automation to utilize technology to increase efficiency of the physician review case identification, expands knowledge of other available resources and software systems to streamline and further automate required processes.
- Responsible for continuous maintenance and improvement of the required physician review process.
- Ensure that all fields within the Access database related to physician reviews are complete and accurately reflect physician review triggering criteria, medications involved in the physician review, date of the review and outcome or follow-up requires as a result of the physician review.

Duty 2

General Summary:

Percentage: 15

Initiate information reconciliation and prepare clinical materials by relevance and priority then transfer to the assigned MDHHS psychiatrist for the required physician review.

Individual tasks related to the duty:

- Review and collect Medicaid claim utilization and other clinical and relevant information for inclusion in the physician review case materials. This includes review of confidential documents within MiSACWIS that pertain to inpatient mental health treatments, mental health assessments, informed consent documents, non-pharmaceutical therapies, routine medical exams, and laboratory testing.
- Using professional judgement and subject matter expertise, access the Department's new electronic health records system to collect any additional clinically relevant information for inclusion in the physician review case materials.
- If no medical records documents exist in the MiSACWIS system (e.g., the individual is new to Foster Care program), initiate official request(s) for medical records to the prescribing providers, primary care provider, residential facilities and hospital (if applicable). *HIPAA regulations and independent policies of various health systems require various methods to request such documentation. The Utilization Reviewer must evaluate each case to determine the appropriate method to request the records to ensure timely receipt for inclusion in the Physician Review according to policy.
- Review the FC-PMOU database and identify active informed consent for psychotropic medications under review, compare consent details to claim utilization data to identify disparities, policy noncompliance, or safety concerns requiring further investigation and follow-up.
- Organize clinical and claim utilization based on relevance to the MDHHS psychiatrist physician's clinical review of the psychotropic medications warranting review.
- Communicate with the FC-PMOU Outreach Analyst to determine if additional outreach is possible to attain any missing informed consents for inclusion in the Physician Review packet.
- Transfer the assigned Physician Review case materials to the MDHHS psychiatrist physician reviewer and track the assignment to monitor for timely review and follow-up according to policy and procedures. Ensure that the materials are sent securely according to Department HIPAA privacy and security standards.
- Monitor Access database tables, queries, forms, and reports to track reviews initiated, reviews not necessary, and review outcomes - run reports as needed. Identify discrepancies and communicate any possible problems with the queries, health services data, access tables or operations of the Access database immediately to supervisor and Data Specialist.
- Monitor on-going reporting requirements for reviews (date out for physician review, requests for additional information, initiated correspondence, etc.).
- Make recommendations for design and build programs to automate some of the above manual processes to increase efficiency and processing time.

Duty 3

General Summary:

Percentage: 15

Coordinate required follow-up resulting from completed Department psychiatrist physician reviews

Individual tasks related to the duty:

- Review the results documented by the physician review and evaluate actions needed for follow-up according to policy requirements. This may include facilitation of a meeting and related materials for the Department physician reviewer to discuss high-risk or complex cases directly with the prescribing practitioner.
- When necessary, prepare a written notice to educate the prescribing practitioner of the potential clinical concerns and alternatives for non-emergent complex regimens.
- When necessary, obtain additional clinical or medical records documents for a secondary review by the Department's psychiatrist performing the physician review.
- Evaluate the outcome of the Physician Review and properly document each case within the Access database for ongoing monitoring and policy compliance.
- Make recommendations to further automate any manual processes if possible.

Duty 4

General Summary:

Percentage: 10

Other routine and ad-hoc duties to support FC-PMOU operations.

Individual tasks related to the duty:

- Attend FC-PMOU section and PMD division weekly/monthly update meetings.
- Review, propose updates, and if approved, develop and document operational manuals and supporting instructions for FC-PMOU physician review operations.
- Establish, implement and conduct on-going review of internal business processes, procedures and standards.
- Prepare meeting and training materials and presentations, as requested.
- Analyze on-going program operations and recommend modifications of policies and procedures to achieve greater efficiency and effectiveness.
- Other duties as assigned.

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

This employee has the authority to respond and take action in carrying out the daily assignments to achieve foster care psychotropic medication physician review requirements. Responsible for determining the data required and methods used to accomplish assigned projects. Evaluate information and data available and develop procedures to incorporate and communicate information that meet the needs of the MDHHS. Use medical background/experience to perform initial triage, evaluate for correctness or missing information, and prioritize urgency of physician consultant reviews. Rely on knowledge of the desired outcomes and information that is available in automated formats, work with data specialist, manager, and members of the CCWIS team to incorporate this requirement procedure into the design and operation of the new child welfare system.

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

Work is performed as part of a team and requires coordination with other members of the team. As this position is in a learning and developing capacity, supervisory approval sought for actions that may impact documents for external needs and policies or procedures, have budgetary impacts or specific interpretation of foster care policy.

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.

This position functions in a normal office environment which may include sitting, standing, bending and extended periods of computer work. Currently the position is in a remote work environment.

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):

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|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ 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?

Yes

23. What are the essential functions of this position?

Reviews current Michigan Department of Health and Human Services Psychotropic Medication Oversight procedures regarding the gathering, reviewing, and identification of Medicaid pharmacy claims and clinical documentation to identify situations that meet the criteria of the review qualifications as outlined in MDHHS Policy 802-1. Independently prioritizes high-risk cases warranting immediate physician review or Permanency and Wellbeing Section Medical Consultant involvement. Prepares physician review packets and tracks and monitors the status of the packet. Follows up with any actions resulting from the physician review.

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

new establishment

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

This position fits into the work function of both the Medicaid Care Management Bureau and the Children's Services Administration by providing a utilization reviewer to perform clinical review of program utilization data and psychotropic informed consents then prioritize cases that warrant timely physician consultant review and follow-up based on the medical and pharmacological treatment plans of children and adolescents under the supervision of MDHHS foster care. This function is an outcome of a lawsuit settlement with the ultimate intention of safeguarding psychotropic medication regimens for youth in foster care.

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 audiology, dental hygiene emergency medical technician, medical records administration, medical technology, nuclear medicine technology, nursing, occupational therapy, pharmacy, physician assistant, physical therapy, radiologic technology, rehabilitation, respiratory therapy, speech pathology, or sports medicine.

EXPERIENCE:

Medicaid Utilization Analyst 12

Three years of professional experience analyzing health services or health services utilization data equivalent to a Medicaid Utilization Analyst, including one year equivalent to a Medicaid Utilization Analyst P11.

Alternate Education and Experience

Medicaid Utilization Analyst 9 - 12

Possession of a bachelor's degree in allied health, health education, health sciences, health care administration, chiropractic, health care management, health systems management, and health studies and licensure/certification in a clinical health care field may be substituted for the education requirement.

Two years of experience as a Registered Nurse P11 or equivalent may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of Medicaid policies, procedures and standards.
Knowledge of medical, pharmaceutical, and other health services, practices, and terminology.
Knowledge of automated utilization review and data analysis systems.
Knowledge of health care billing standards and procedures.
Knowledge of data analysis methods.
Knowledge of statistics and quantitative analysis methods.
Ability to maintain confidentiality of information.
Ability to understand and apply complex policies, procedures and legal statutes.
Ability to maintain records and prepare reports and correspondence related to the work.
Ability to communicate effectively with others and work in a team-centered environment.
Experience and/or familiarity with psychotropic medications, mental health services, medical records management, or foster care program operations highly desired.
Additionally, as listed on the CSC job specification.

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.

WHITNEY HENGESBACH

Appointing Authority

11/4/2025

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