

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 & Customer Service
4. Civil Service Position Code Description State Administrative Manager-1	10. Division PROGRAM REVIEW DIVISION
5. Working Title (What the agency calls the position) Rehab Equipment & Services Section Manager	11. Section Rehab Equipment & Services Section
6. Name and Position Code Description of Direct Supervisor BACKER, GRETCHEN; STATE DIVISION ADMINISTRATOR	12. Unit
7. Name and Position Code Description of Second Level Supervisor RUTLEDGE, PENNY L; STATE BUREAU ADMINISTRATOR	13. Work Location (City and Address)/Hours of Work 400 S. Pine St., Lansing, MI / M - F, 8a - 5p

14. General Summary of Function/Purpose of Position

This position functions as an Administrative Manager, reporting to a Division Director. The position provides management oversight of the Rehab Equipment & Services Section including both professional review and support staff. The section is responsible for oversight of staff conducting PA reviews for therapies, orthotics, prosthetics, rehab-related equipment, hearing services and volume contract, and establishing standards of quality care, bureau and division responses to public policy, and oversight of the administrative portion(s) of processing prior authorization requests and other related activities. The position will establish work objectives, section priorities, plan, organize, direct and control overall section activities.

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: 45

Provide overall program direction and management over the Rehab Equipment & Services Section including both professional review and support staff. Considerable independent judgment is exercised in developing and implementing new approaches, planning and directing, and reviewing and evaluating work for conformance to applicable rules, regulations and policies for assigned activities in collaboration with other Program Review manager(s) and leadership.

Individual tasks related to the duty:

- Direct, evaluate staff performance, and ensure proper methods/procedures are utilized.
- Follow EEO and DEI in hiring and promotion.
- Conduct performance evaluations.
- Conduct disciplinary action when necessary.
- Assure staff development and training.
- Development and oversight of tracking mechanisms to measure timeliness and performance.
- Evaluate processes and procedures, ensuring effective program operation and compliance with state and federal regulations.
- Work in collaboration with other Program Review manager(s) and leadership for consistency across the division and division-wide activities.

Duty 2

General Summary:

Percentage: 40

Provide direction and oversight of prior authorization requests for therapies, orthotics, prosthetics, rehab-related equipment, and hearing services. This includes oversight and responsibility for the review of applications for inclusion in fee-for-service coverage of services for Medicaid, HMP and CSHCS beneficiaries. Provides technical expertise for standards of care and coverage for services. Provides direction and guidance to department staff, providers and beneficiaries.

Individual tasks related to the duty:

- Back up staff in the Administrative Hearing process or other legal proceedings.
- Train staff in the preparation of documents for Administrative Hearings and legal proceedings.
- Identify changes needed in policy or processing based on hearing outcomes.· Set goals and priorities.
- Monitors projects.
- Understands and implements both State and Federal Rules and Policies for service areas.
- Assures section compliance with state mandated turnaround times.
- Conducts staff meetings to ensure appropriate communications are taking place.
- Provide coverage assistance for the review of applications for services for beneficiaries in the FFS Medicaid, HMP, and CSHCS Programs.
- Work in collaboration with other Program Review manager(s) and leadership for consistency across the division and division-wide activities

Duty 3

General Summary:

Percentage: 10

Provides overall direction to, and oversight of the PRD staff program manager(s) of the contract(s) assigned to the Rehab Equipment & Services section, including the Hearing Aid Purchase contract. This includes oversight and responsibility for contract activities, monitoring, and reporting. Provides technical expertise for standards of care and coverage for services in these programs. Provides direction and guidance to department staff, providers and beneficiaries.

Individual tasks related to the duty:

- Develops and enforces policies and procedures.
- Analyze the impact of federal, state and local legislation.
- Participates in contract-related meetings to ensure appropriate communication is taking place.
- Assure efficiency in the provision contract related services.
- Assure compliance of contractors and contract related services.
- Develop report structures for monitoring of all contracts.
- Sets goals and priorities.
- Monitors projects.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned by division management, bureau management or Health Services management.

Individual tasks related to the duty:

These tasks can range from handling specific high-profile cases, review for legislative or public policy responses, request for data, responses for Administrative Hearings, etc.

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

Management and oversight of the section. Overall direction and review of requests for therapies, orthotics, prosthetics, rehab-related equipment, hearing services and the Hearing Aid Volume Purchase contract. Provider, beneficiaries, program response efficiencies and staff performance are affected by the decisions of this position.

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

Those that are highly political or which violate program standards of care, policies or procedures.

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.

General office setting. Minimal physical effort is required to carry out the duties of this position.

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.

<u>NAME</u>	<u>CLASS TITLE</u>	<u>NAME</u>	<u>CLASS TITLE</u>
	MEDICAID UTILIZATION ANALYST-A 12		MEDICAID UTILIZATION ANALYST-A 12
	MEDICAID UTILIZATION ANALYST-A 12		

Additional Subordinates

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

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

This position functions as an Administrative Manager, reporting to a Division Director. The position provides management oversight of the Rehab Equipment & Services Section including both professional review and support staff. The section is responsible for oversight of staff conducting PA reviews for therapies, orthotics, prosthetics, rehab-related equipment, hearing services and volume contract, and establishing standards of quality care, bureau and division responses to public policy, and oversight of the administrative portion(s) of processing prior authorization requests and other related activities. The position establishes work objectives, section priorities, plan, organize, direct and control overall section activities.

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?

The function of the Program Review Division is to provide medical/clinical and professional review and authorization of individuals and often unique Medicaid services and payment to assure appropriateness, quality and cost benefit. This position provides management oversight of the Rehab Equipment & Services Section. The section is responsible for administrative portion(s) of processing prior authorization requests, conducting PA reviews for therapies, orthotics, prosthetics, rehab-related equipment, hearing services and volume contract. This position is responsible for developing and implementing new approaches, planning and directing, and reviewing and evaluating work for conformance to applicable rules, regulations and policies for assigned activities in collaboration with other Program Review manager(s) and leadership to establish consistency across the division.

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:

State Administrative Manager 15

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

Alternate Education and Experience

State Administrative Manager 15

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Managerial processes and concepts.
- CHAMPS, FileNet databases.
- As listed on the CSC 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.

none

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

WHITNEY HENGESBACH

2/2/2026

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