



CLASS SPECIFICATION

Class Code: 60006147
Date Established: 09/2001
Last Reviewed: 05/2024
Last Revised: 05/2024
Last Title Change:
FLSA: non-exempt
Probation: 12 months

ELIGIBILITY CASE COMPLIANCE REVIEWER

DEFINITION

Under general direction, reviews eligibility cases for compliance with applicable regulations and provides a variety of specialized support for eligibility functions to include evaluating eligibility determinations for qualifying reimbursements; claiming, billing; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Four years of experience making eligibility determinations or evaluating fiscal allowability for reimbursements based on eligibility determinations resulting in claiming and/or billing within a human services, public health, public assistance, or entitlement program/field; OR an equivalent combination of related education and experience.

LICENSE OR CERTIFICATE

A valid driver's license may be required at the time of appointment.

SUPERVISION EXERCISED

May exercise lead direction.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Review eligibility cases, active and closed, for fiscal or clinical compliance with state regulations and departmental policies and procedures; identify and write up areas of non-compliance.

Evaluate case eligibility determinations for fiscal allowability; assign costs based on client and provider eligibility including administrative costs.

Perform specialized, technical, and/or complex eligibility determinations.

Participate in review and analysis of procedures; write revisions to policies and procedures and present to staff for review.

Research legal, statutory and policy issues pertaining to social services programs and incorporate findings into procedures.

Update, maintain, and revise procedural manuals and train staff on changes to policies and procedures.

Lead, plan, and review the work of staff members; train new staff; review and explain policies and procedures for respective fiscal or clinical programs; identify additional training needs and make recommendations to supervisors and the Division Director; provide input for performance evaluations.

Communicate with Human Services staff regarding policies and procedures that affect the eligibility process.

Conduct in-services for other agencies regarding social services programs.

Participate in meetings with external entities to address and resolve policy and procedure issues.

Assist staff to problem solve unique situations that are not covered by procedures.

Investigate cases reported as fraudulent claims and report findings; organize file and present to fiscal regulatory agencies and/or District Attorney's Office for prosecution; monitor status of cases.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance Level *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/divisional policies and procedures.

Social Security and Nevada State Welfare regulations pertaining to disability benefits and Medicaid, food stamps and cash aid.

Federal entitlement program and accounting requirements; federal and state grant accounting requirements; federal cost allocation policies and practices.

Departmental policies and procedures applicable to General Assistance and Health Care Assistance programs.

Community resources and assistance programs in the local area.

Case review concepts and methods.

Computer software specific to the department/division.

Ability to:

Train, lead, coach and assist in the development of staff members.

Interpret applicable federal, state, and local regulations and requirements pertaining to assigned program area.

Evaluate case records to determine compliance with pertinent laws, regulations, and standards.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Methods and techniques used to determine eligibility for public assistance and/or social services programs.

Laws, rules, and regulations governing eligibility determination and granting of aid for multiple program areas.

Principles and practices of effective interviewing and information gathering.

Modern office procedures, practices, and methods.

Principles and practices of professional business correspondence, data entry, and documentation.

Microsoft Office Suite software.

Methods and techniques used in data collection.

Ability to:

Analyze information/situations, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Read, interpret, and apply pertinent laws, regulations, policies, and procedures.

Use computer software programs to conduct research, compose documents, and reference information.

Write business correspondence, memoranda, narrative reports, and other documents in a clear and concise manner.

Develop and deliver effective verbal and written presentations to a variety of audiences.

Assess trainee's learning style and adapt training approach and materials accordingly.

Interact effectively with a variety of individuals from diverse socio-economic, ethnic, and cultural backgrounds.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a professional office environment. Ability to lift and move objects weighing up to 25 lbs. Ability to use standard office equipment including computers, copiers, telephones, and FAX machines.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.