

### DISABILITY DETERMINATION SPECIALIST III

Employees in this class serve in one of the following specialized roles in the Disability Determination Section: (1) quality assurance reviewer, which involves reviewing cases for decision accuracy and preparing studies of agency functions and operation; (2) vocational specialist, which involves providing consultation and training on vocational issues for complicated cases; (3) specialist in the Medical Assistance Only Unit with responsibility for development and/or presentation of Medicaid claims above the initial level; and (4) as a Professional Relations Specialist with responsibility for the recruitment and maintenance of a qualified Medical panel.

#### I. DIFFICULTY OF WORK:

Variety and Scope - Work at this level involves performing a variety of functions such as consulting in a specialized area such as vocational cases, participating in training, reviewing cases in order to identify errors in development and documentation, gathering and analyzing information on agency operations, developing and presenting Medicaid claims above the initial levels, recruiting, developing and evaluating a consultative panel of physicians and other medical personnel who provide services to the disability claimants.

Intricacy - Work at this level may require in-depth review of completed cases in order to cite errors in development procedures, documentation and adjudication of cases, consultation regarding vocational issues on complex cases, identification of training needs and participation in training. Employees in the Medical Assistance Only Unit may also be required to participate in administrative hearings to present evidence or serve as an expert witness. Employees in the Professional Relations Unit recruit medical service providers and ensure through a structured evaluation process that quality medical evaluations are carried out in accordance with SSA regulations.

Subject Matter Complexity - Work requires a complete knowledge of medical terminology and the body systems, as well as the Social Security laws and regulations which govern the disability program. Depending on the role, work may require expertise in vocational matters, complete knowledge of Medicaid policies and procedures and its interrelationship with the Social Security disability program or knowledge of recruitment and evaluation techniques, medical examinations, and authorized medical equipment utilization.

Guidelines - Program Operations Manual, Agency Office Procedures, Program Coordination Memos, various medical and vocational manuals, as well as Social Security guidelines and regulations are used as guides in reviewing work of others. Employees also use the Medicaid Manual in the Medical Assistance Only Unit. Employees may also assist in interpretation of regulations and in development of program procedures.

#### II. RESPONSIBILITY:

Nature of Instructions - Employees receive verbal and written instructions with regard to changes in policy and/or procedures. They function independently in daily activities.

Nature of Review - Daily activities are not subject to review. The supervisor and management review special studies, assignments, and problem cases.

Scope of Decisions - Employees determine the disability, capacity to work and the vocation rehabilitative potential of claimants in North Carolina for disability insurance benefits. Special studies completed by employees may affect processes used throughout the agency. Employees in the Professional Relations Unit evaluate the work of physicians and medical providers to ensure compliance with SSA regulations.

Consequence of Decisions - Employees' decisions may result in the awarding of Social Security cash benefits, or denial, with subsequent notifications of appeal procedures; may result in cessation of previously awarded benefits; or may cause a previous decision to be reversed. In the Professional Relations Unit, decisions result in the placement and/or removal of medical providers on the DSS consultative panel.

### III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - In quality assurance, contacts are primarily within the section. Vocational and Medical Assistance Only specialists have contacts with claimants, employers, Federal and State agencies, private industries, medical treatment facilities, lawyers, legal aid societies, and congressional offices. In the Professional Relations Unit, contact is primarily with claimants, medical treatment facilities, administrators and physicians.

Nature and Purpose - Employees may cite and explain deficiencies in case processing, provide consultation to other staff, or testify and be cross-examined on rationale for decisions. In the Professional Relations Unit, employees consult with physicians and clients on issues pertaining to the quality of services being purchased/received and to encourage understanding and cooperation among physicians and medical providers participating in the DDS program.

### IV. OTHER WORK DEMANDS:

Work Conditions - Employees are constantly under stress due to the requirement or bang productivity with quality decision-making.

Hazards - Employees work in private or semi-private office settings.

### V. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities - Complete knowledge of medical and non-medic regulations, procedures o the Federal Social Security Act, the Medicaid program, and skill in applying these in a variety of complex case situations. Ability to express oneself clearly and concisely in oral and written form. Ability to establish and maintain effective working relationships with the general public, state, Federal, and local agencies; and a variety of professional disciplines and co-workers. Ability to make accurate decisions in a production oriented setting.

Minimum Training and Experience Requirements - Graduation from an accredited four-year college or university and three years or progressive experience as Disability Determination Specialist; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.