

## MEDICAID QUALITY ASSURANCE PROGRAM MANAGER

Employee in this class is responsible for program management and supervision of the Medicaid Quality Assurance Program and the Claims Processing Assessment Unit in the Division of Medical Assistance. Employee assists the Quality Assurance Administrator in managing, coordinating, and implementing the two aspects of the Medicaid Quality Assurance Program which involves program planning, training, program monitoring, and the implementation of the corrective action plan. Employee directly supervises Quality Assurance Supervisors and a Claims Processing Supervisor. Employee assigns statewide sample cases to the quality assurance analysts, coordinates their work through the quality assurance supervisors, and reviews their work through sample case reports. Employee is responsible for staff training, resolving problems, ensuring quality services are provided, and assisting management in administrative, personnel and budget issues. Employee reports to the Quality Assurance Administrator.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employee plans the short-range work operations, priorities and goals for the Medicaid Quality Assurance program and Claims Processing program. Work involves meeting with the program administrator to prepare the annual quality assurance sampling plan and claims plan. Employee assists in planning the corrective action reviews and other quality assurance functions.

Organizing and Directing - Employee assigns statewide sample cases and ensures that lower level supervisors are balancing workloads within their assigned areas. Employee assists subordinate supervisors in meeting deadlines.

Budgeting - Employee ensures that travel money, phone calls and other expenditures are reasonably spent. Employee is minimally involved in budget preparation.

Training - Employee keeps staff up to date on new quality assurance procedures and policies. Employee assists the program administrators in determining training needs.

Setting Work Standards - Employee is responsible for ensuring that subordinate supervisors evaluate the work of line staff for adherence to federal and state standards regarding the quality assurance process. Employee develops performance expectations among all quality assurance staff.

Reviewing Work - Employee reviews quality assurance sample cases and error cases for the eligibility payment process submitted by subordinate supervisors. Employee discusses problem cases and case disposition with supervisors and determines the appropriate courses of action to meet federal and state standards.

Counseling and Disciplining - Employee counsels and gives approval for disciplinary actions to lower-level supervisors.

Performing Other Personnel Functions - Employee is responsible for evaluating staff performance and making recommendations on promotions, other salary adjustments and WPPR. Employee interviews applicants and makes hiring decisions with only cursory review/approval from the Agency Director.

### II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - The mission of the Quality Assurance program is stable; however, programs are periodically affected by changes in methodology, guidelines and shifting program emphasis. The Medicaid claims processing is subject to more frequent changes because emphasis is placed on payment, which fluctuates depending on the clients served.

Variety of Work Supervised - Employee is administratively and technically responsible for the work of quality assurance supervisors and a Medicaid claims supervisor involved in income maintenance programs and processing functions.

Number of Employees Responsible For - Employee is responsible for a staff of approximately 15 employees.

III. EXTENT OF SUPERVISION RECEIVED: Employee carries out assignments independently and work is reviewed through staffing with supervisor, federal reviews and other audit reviews. Employee consults with supervisor on major program changes or problems.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - N/A

Fluctuating Work Force - N/A

Physical Dispersion of Employees - Staff work out of regional Department of Human Resources offices, their homes, and at a variety of county Department of Social Services work sites.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of Quality Assurance policies and procedures. Thorough knowledge of the programs, forms, and documents used in determining eligibility in Medicaid programs and a working knowledge of AFDC and Food Stamp program policies. Thorough knowledge of use of income maintenance manuals. General knowledge of all agency programs and services which could affect the client. Ability to instruct, organize, direct and supervise staff. Ability to integrate Quality Assurance policies and procedures with other income maintenance programs. Ability to maintain a satisfactory working relationship with staff, clients, and others contacted within the course of performing work and to communicate effectively. Ability to read, analyze, and interpret a variety of rules, regulations, and procedures. Ability to represent the Quality Assurance program in departmental meetings and committee conferences.

Minimum Training and Experience Requirements - Graduation from a four-year college or university with a degree in a human services field, business or public administration and two years of experience in a supervisory or consultative capacity in an income maintenance program; or three years of experience as an income maintenance quality assurance analyst; or graduation from high school and nine years of experience in an income maintenance program, three of which must have been in a supervisory or consultative capacity; or an equivalent combination of training and experience.