Using various reporting tools to compare data available internally and externally to correct deficiencies in data sets such as providers not showing up on the interactive public Search Tool but are active in the internal DS3 database. Activates providers who have recently been assigned provider numbers ensuring all dates match and all connections are correctly made in the database system. reviews system generated status reports, produces reports for management use; assists professional staff in analyzing data and creating reports, enters and edits data. Leads the residential habilitation provider data entering project. Leads the G Drive to Sharepoint transition project and has set up the Sharepoint site for Unit use.

Provides assistance and support to program managers and is responsible for program specific work of a senior service oriented agency, provides specific detailed information on program regulations; advises the public on program applicability and requirements; explains related laws, rules, regulations, policies, and procedures to current and potential providers; advises and assists potential providers in setting up services, .responds to inquiries from service providers regarding application processes, reviews provider applications, ensures applicant has supplied complete and accurate information and communicates with professional staff any deficiencies. Gives input to regulation and certification application revisions. Explains regulations and requirements to interested entities about how to become certified provider agencies of PCA or Waiver services.

Create and maintain system generated reports for Provider Certification & Compliance Unit process of certification of Medicaid provider applicants, waivers, onsite provider reviews, and other quality assurance processes.

Uses various reporting tools to compare data available internally and externally to correct deficiencies in data sets such as providers not showing up on the interactive public Search Tool but are active in the internal DS3 database.

Participates in planning and developing system work orders to improve systems support for the unit.

Maintains systems to ensure data integrity.

Produces reports for management use; assists professional staff in analyzing data and creating reports. Enters and edits data and creates spreadsheets.

Enter and track data related to provisional background checks of employees in agencies that obtain initial certification approvals. Work closely with certification application evaluators to communicate changes in background check status for these individuals for follow up measures.

Implementation of a centralized repository of required forms and letters into a SharePoint site to use as a resource.

Develops Certification forms for internal use and edits Certification Application forms ensuring accessibility for the public.

Builds & maintains UMLs of unit processes, writes or updates written processes as assigned

Serves as lead in selecting, training and oversight of DVR and MAAST administrative support volunteers

Develops Universal Modeling Language (UML) tools for clarifying processes.

Ensures procedures are updated as shared electronic documents for the unit.

Assists with printing, copying, mass mailings, and organizing materials for meetings, training sessions, investigations, and site reviews or provides lead support to supportive staff.

Provides support and maintenance of the unit`s copiers, fax machines and other machinery in the office. Conducts routine maintenance, troubleshooting and periodic repair status checks. Facilitates repair calls as necessary.

Prepares materials for dissemination to providers, including recertification notifications

Prepares mailing lists, merges documents, tracks and archives mailing lists for compliance history.

Provides detailed information on program regulations; advises the public on program applicability and requirements; explains related laws, rules, regulations, policies, and procedures to potential providers; advises and assists potential providers in setting up services. Must stay abreast of regulation, policy and systems changes.

Provides technical assistance to applicants and providers regarding certification application process, setting up Background Check accounts, and corresponding with the SDS fiscal agent for billing purposes.

Processes incoming initial and renewal applications for Medicaid Waiver and Personal Care Assistance Certification Application for completeness of required information according to state and federal regulations.

Monitors Provider Certification email inbox which is the publicly posted email and web portal for all providers and applicants. Various reports of incidents, inquiries, complaints and questions flow through this email and must be routinely monitored and re-routed. An in-depth knowledge of SDS programs and their inter-relationships must be maintained in order to able to manage this duty. Responds to and takes appropriate action when within prescribed parameters, redirects to the correct professional staff when beyond knowledge base or those parameters, routes various emails to specific professional staff for decisions and action. Must use good judgment to determine level and routing of communications.

Serves as subject matter expert on records retention procedures and archiving/off-site storage processes and advises professional staff on these procedures.

Helps keep Provider Certification records and files organized and complete. Ongoing filing and policy and procedures toward electronic record keeping.

Provides records copies for various records requests for criminal cases, public requests, etc. Ensure complete records are provided.