Things I COULD be doing (upgrade/reclass)

Full connections of CMs to CMGs via questioning during screenings (need to create series of common questions that would fill in DS3 blanks more effectively) same for Hab determining types of hab and connecting homes to agency

Program Administrators found on app checked to match DS3 and/or entered/added to DS3 as contacts (list of questions for e-mail or phone contact info if needed)

Reading basic policies such as Fiscal & Accounting to ensure reg is referenced, reading resumes for experience content or adding up years of experience for administrators/CMs

Reading Annual summaries for basics of content

Checking background systems for “hits” on list of personnel, checking number of individuals on org chart matches number in BCU, no hits in OIG and matches payroll/volunteer lists

Add in notifications that hab home licenses are expired during screening, letters of ref are dated. Details of various pieces are incorporated into documentation.

Read and make lower level determination on CMs of qualified and recommend for certification immediately or work with professionals to bring materials up to par

Take on closures and tracking that Xerox, agency and SDS have everything needed to end provider number up to and including preparing file for archives after 1 yr on site all DS3 changes are made, notifications are sent, letters, work orders etc

Manipulate the formatting of raw data of reports for management

File conversions from PDF to MS Office formats to reconfigure data into a more useful format for analysis

Management of Certification Inbox – distributes incoming messages and determines importance of issues or items presented

DS3 data entry of recertifications after approval updating dates, adding notes and generating cert forms for professional staff to sign, ensuring that copies for files, tracking system, mail out and fiscal intermediary are filed correctly.

1. Quality control of incoming packets prior to certification or recertification. Determines completeness of packet and looks for key elements of items prior to evaluation. Requesting missing information as needed.
2. Data entry of all incoming packets. Determines packet type, desired services and prioritizes accordingly.
3. Cooperatively send new applications to BCU for account creation.
4. Independently determine if PCAs meet requirements for CPR/First Aid Training Waivers and sign forms
5. Informs applicants of missing items or elements of the application
6. Technical data entry of incoming packets tracking date received, notifications sent and date given to evaluators
7. Additional technical information entered after evaluators determine eligibility and certification.
8. Explain basics of regulations and requirements or escalating to professional staff as necessary.
9. E-mail management of QA and Provider Certification in boxes with sorting and forwarding important intake or investigative results as needed.
10. Writes operational procedures for Quality Assurance procedures. Integrates snapshots and information from multiple sources (DS3, MMIS, STARS, regulations, policy, etc.) to help illustrate processes.
11. Utilizes Universal Modeling Language (UML) tools for clarifying processes.
12. Ensures procedures are updated as shared electronic documents for the unit.
13. Researches and determines necessary items for records requests as necessary.
14. Additional chart and graph creation based on data from STARS, EIS, DS3 etc.
15. Training of additional volunteer/clerical staff in mailouts, databases, file procedures, equipment use such as date stamp and copier,

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| **2. Duties** |
| **2.1. In one or two sentences, state the main purpose of the position.**  Under general supervision, this position performs a variety of support and technical functions in the administration of the Quality Assurance program for the Medicaid Home and Community Based Waiver and Personal Care Assistance program and its relationship with the state funded General Relief Assisted Living Home and SDS Grant service programs.  This position helps with developing and maintaining systems to track quality assurance information and prepares reports for professional staff which are used internally and externally.  The position serves a key role in the Provider Certification unit, a unit within QA and supports various other areas related to regulatory compliance, client health and safety, and continuous quality improvement.  **2.2. Starting from the most to the least important, list the functional areas assigned to the position. Within each functional area, describe the duty statement associated; estimate the percentage of time spent performing the duties; and define each area as essential (E) or Marginal (M).**   |  |  |  | | --- | --- | --- | | **Functional Area Title:** Quality Assurance Data Management and Reporting |  |  | | **E/M** | **% of Time** | **Duty Statement** | |  |  |  | | E | 25 % | Create and maintain various data collection systems such as in Excel or Access for QA unit process of certification of Medicaid provider applicants, critical incidents, training and training waivers, onsite provider reviews, other quality assurance processes.  Designs and develops reports from the data for use within the division`s quality improvement manager workgroup for analysis and also for publication to department level managers, federal oversight agency, legislature and public entities.  Maintains systems to ensure data integrity. |  |  |  |  | | --- | --- | --- | | **Functional Area Title:** Medicaid Waiver and Personal Care Assistance Applications and Compliance |  |  | | **E/M** | **% of Time** | **Duty Statement** | |  |  |  | | E | 25 % | This positions screens initial and renewal applications for Medicaid Waiver and Personal Care Assistance Certification Application for completeness of required information according to state and federal regulations.  When applications are incomplete, contacts the applicant agency`s administrator to request additional information.  Upon completion of the packets, provides application and materials to professional staff for evaluation and Medicaid certification.   Tracks process information and reports on application processes to manager.  Provides information to pre-applicants about application process and regulatory requirements.  Reviews and approves routine waivers for provider training.  Consults with professional staff as needed.  Reviews providers applications for variances related to staff with barrier crimes.  Checks applications for completeness.  Advises other Department offices of the application and requests information from them.  Advises agency of incomplete documents.  Prepares packets for professional staff for evaluation.  Participates in planning and developing system work orders to improve integrated Information System support for the QA unit`s need. |  |  |  |  | | --- | --- | --- | | **Functional Area Title:** Provider Communications and Training |  |  | | **E/M** | **% of Time** | **Duty Statement** | |  |  |  | | E | 10 % | Participates in identifying need for provider education and other communication materials.   Prepares draft materials for dissemination.  Provides editing for other staff`s drafts of materials for public dissemination.  Prepares mailing lists, merges documents, tracks and archives mailing lists for compliance history.  Helps plan implementation of policy and regulation change training and other needed training.  May help in materials development, web materials and coordination of training.  Must stay abreast of regulation, policy and systems changes.  Provides technical assistance to applicants and providers regarding policy and procedures. |  |  |  |  | | --- | --- | --- | | **Functional Area Title:** Quality Assurance Public Communications Monitor |  |  | | **E/M** | **% of Time** | **Duty Statement** | |  |  |  | | E | 10 % | This position is the primary manager the centralized Quality Assurance email inbox which is the publicly posted email and web portal for Quality Assurance for all DSDS programs.  Various reports of incidents, inquiries, complaints and questions flow through this email and must be routinely monitored.  In the case of critical incidents, these must be handled in an expeditious manner.  An in-depth knowledge of all DSDS programs and their inter-relationships must be maintained in order to able to manage this duty.  This position provides responses to many within the knowledge base, 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.  Will conduct research to determine the issue or question and handle the communication if possible.  Must use good judgment to determine level and routing of communications. |  |  |  |  | | --- | --- | --- | | **Functional Area Title:** Procedure Development |  |  | | **E/M** | **% of Time** | **Duty Statement** | |  |  |  | | E | 10 % | Writes operational procedures for Quality Assurance procedures.   Integrates snapshots and information from multiple sources (DS3, MMIS, STARS, regulations, policy, etc.) to help illustrate processes.  Utilizes Universal Modeling Language (UML) tools for clarifying processes.  Ensures procedures are updated as shared electronic documents for the unit. |  |  |  |  | | --- | --- | --- | | **Functional Area Title:** Records Control |  |  | | **E/M** | **% of Time** | **Duty Statement** | |  |  |  | | E | 10 % | Organizes Provider Certification Records.  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.  Provides lead project support when other staff are assisting in these efforts. |  |  |  |  | | --- | --- | --- | | **Functional Area Title:** Library Maintenance |  |  | | **E/M** | **% of Time** | **Duty Statement** | |  |  |  | | M | 5 % | Develop and maintain organized system of resource materials for quality assurance library.  Provides project support when non-permanent staff are assisting in these efforts. |  |  |  |  | | --- | --- | --- | | **Functional Area Title:** Other Duties As Assigned |  |  | | **E/M** | **% of Time** | **Duty Statement** | |  |  |  | | E | 5 % | Assists periodically with printing, copying and organizing materials for meetings, training sessions, investigations, and site reviews or provides lead support to supportive staff.   Provides support and maintenance of the QA copiers, fax machines and other machinery in the office.  Conducts routine maintenance, troubleshooting and periodic repair status checks. Assures supplies are in stock.  Facilitates repair calls as necessary.  Monitors office supplies for Quality Assurance Unit. Prepares orders as needed for supervisory review and approval.  Provides other technical support as needed. |   **Percentage Total: 100%** |