

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV31225
Job Class Code:	020	Salary Schedule:	AREG
EEO Category:	06	Grade:	11
Workers Comp Code:	9410		

Job Code Established:	11/25/91	Effective Date:	
Job Code Revised:		Effective Date:	

JOB CODE SERIES: Member Service Specialist Series

JOB CODE TITLE: MEMBER SERVICE SPECIALIST I

HRIS TITLE: MEMBER SVC SPCT I

CHARACTERISTICS OF THE CLASS: Works under close supervision from a unit supervisor. Authority to review and recommend proper corrective actions, prepare and sign appropriate documentation, and to add or change recipient eligibility, enrollment, Medicare and other health insurance information in the automated recipient information system, subject to supervisory review. This includes correction of eligibility information input by DES and ALTCS eligibility workers. No unusual work conditions. Learns to identify and research data discrepancy problems from AHCCCS recipients, health plans, clinics, physicians, the Arizona Long Term Care System, the Social Security Administration, the DES and the Arizona counties, and corrects/resolves these recipient related problems.

EXAMPLES OF DUTIES: Conducts research on AHCCCS cases using multiple and varied information systems and rosters. Reads, reviews and applies AHCCCS and departmental policies, rules and processes to cases under review. Contacts AHCCCS staff, recipients, and other governmental agencies and external sources in writing and by phone for required information. Compiles, organizes and signs case documentation of all actions/inaction's. Recommends proper corrective action to add or change recipient eligibility. Makes on-line changes in the automated recipient information system. Confers with supervisor presenting and resolving various problems, discussing plans and actions to be taken. Maintains productivity records and prepares reports for management. Attends staff meetings. Performs related work as required.

WORK RESULTS/PRODUCTS: Research completed and recommendations made for cases under review.

RESPONSIBILITY: for timely and correct research and analysis, in identifying, documenting, resolving, and correcting moderately difficult data discrepancies (subject to review) generated by AHCCCS recipients, providers and related parties; for maintaining confidentiality of information.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: the codes, values, logic and accessing processes involved in utilizing different automated information processing systems; policies, procedures, administrative rules and regulations governing program eligibility, enrollment, covered services and excluded services; research techniques sufficient to assess and evaluate data for use in determinations; complex office and clerical procedures and practices; simple arithmetic calculations.

Skill in: operating keyboard.

Ability to: communicate verbally and in writing; learn to interpret rules, regulations and procedures; establish and maintain work relationships; monitor deadlines.