

## CLASSIFICATION SPECIFICATION

<b>FLSA:</b>	<b>NEXP</b>	<b>Job Code:</b>	<b>ACV31226</b>
<b>Job Class Code:</b>	<b>020</b>	<b>Salary Schedule:</b>	<b>AREG</b>
<b>EEO Category:</b>	<b>06</b>	<b>Grade:</b>	<b>13</b>
<b>Workers Comp Code:</b>	<b>9410</b>		

<b>Job Code Established:</b>	<b>11/25/91</b>	<b>Effective Date:</b>	
<b>Job Code Revised:</b>		<b>Effective Date:</b>	

**JOB CODE SERIES:** Member Services Specialist Series

**JOB CODE TITLE:** MEMBER SERVICES SPECIALIST II

**HRIS TITLE:** MEMBER SVC SPCT II

**CHARACTERISTICS OF THE CLASS:** Works independently, under general supervision from a unit supervisor. Authority to determine 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, this includes correction of eligibility information input by DES and ALTCS eligibility workers; to lead employees. No unusual work conditions. Independently identifies and researches data discrepancy cases from AHCCCS recipients, health plans, clinics, physicians, the Arizona Long Term Care System, the Social Security Administration, the DES and Arizona counties, and corrects/resolves these recipient related problems; may serve as lead.

**EXAMPLES OF DUTIES:** Conducts research on AHCCCS cases using multiple and varied information systems and rosters. Read, 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. Determines proper corrective action to add or change recipient eligibility. Makes on-line changes in the automated recipient information system. Confers with supervisor only in cases of difficult problems. Maintains productivity records and prepares reports for management. Attends staff meetings. May lead and train other Member Services Specialists. Performs related work as required.

**WORK RESULTS/PRODUCTS:** Research completed to take accurate and timely corrective action on cases completed.

**RESPONSIBILITY:** for timely and correct research, analysis, and judgment in identifying, documenting, resolving, and correcting difficult data discrepancies generated by AHCCCS recipients, providers and related parties; for maintaining confidentiality of information; for leading employees

### **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:** work independently; take initiative; communicate verbally and in writing; interpret rules, regulations and procedures; establish and maintain work relationships; monitor deadlines.