

**DESCRIPTION:** Under general supervision, processes Medicaid claims, approves payments, answers questions and/or resolves problems involving non-routine handling of forms or documents submitted for updating computer data files and/or provider enrollment, and generates computerized payments; performs related work as assigned.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Reviews medical service claims or child support documentation to determine whether service should be paid, determine proper amount to pay for services, correct coding or billing numbers, and/or make any other adjustments authorized by established policies and procedures.

Answers telephone or written inquiries from providers, county offices, other agencies, and recipients regarding medical or social service claims, provider services, recipient eligibility and eligibility dates, status of suspended or deleted claims, discrepancies in grant payments, missing payments and to resolve any related questions and maintain effective public relations.

Explains to providers the payment process, proper coding methods and completion of claims forms, eligibility requirements, and other aspects of the claims handling or client payment process which may be answered within specific reference to established policies and procedures.

Investigates trauma diagnosis claims by obtaining and reviewing accident reports and/or contacting the recipient or other parties involved to determine reason for injury, to determine location of accident or incident resulting in injury, and to investigate the possibility of third party liability payment or recovery of payment.

Review and process provider documents required for claims processing, payments or denials.

Reviews medical service claim listings and research prepared by subordinate claim staff to ensure that paperwork was properly completed and/or that questions regarding claims were properly addressed.

Utilizes computer terminals or microfiche to research and obtain information regarding paid claims and/or provider, or recipient files.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed at entry level to perform the work assigned.)

Knowledge of: the methods of filing, record keeping, and mailing.

Ability to: organize personal work assignments; code and index material, sort material; file and retrieve records/documents in accordance with an established system; identify similarities and differences between two or more sets of data; write legibly ; communicate with agency staff and the public in person and via telephone; understand and carry out instructions; interact with co-workers, government officials, and the public; compute and tally figures involving the use of addition, subtraction, multiplication, division, percentiles, and fractions; operate office equipment including typewriters.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

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Experience in performing office/clerical or accounting support functions including the use of personal computers and office equipment.

**SPECIAL NOTE:**

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).