

Effective Date: December 11, 2016

Effective Date: May 29, 2018

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

HEALTH SERVICES ASSOCIATE MANAGER

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional supervisory and management positions located within the Department of Health Services (DHS) which function as Health Services Associate Managers. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

SPECIAL NOTE: This classification may not be used to classify any position or fill any vacant position after December 31st, 2018 even if a position is performing duties similar or identical to those described herein. It is the express intention that this specification be abolished through the attrition of the current incumbents of the positions described within this classification and that all future classification decisions, after December 31st, 2018, for the positions described and identified herein shall be made pursuant to other classification which exist at the time of the decision. Vacated positions, after December 31st, 2018, may not be refilled on a Replace-same Duties basis.

Classification decisions must be based on the "best fit" of the duties within the existing classification structure. The "best fit" is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses specific senior supervisory and management positions located within the DHS in either the Division of Medicaid Services (DMS) and report to Bureau Directors. Positions allocated to this classification manage and administer DHS programs and meet the statutory definitions of supervisor and management as defined in s. 111.81(19) and (13), Wis. Stats. This classification is only to be used to classify positions listed within this specification on, or before, December 31, 2018.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Any position not described and identified within this classification specification;
2. Any position not classified, or filled, on or before December 31, 2018;
3. Positions which are not employed within the Department of Health Services, Division of Health Care Access & Accountability or Division of Long Term Care and report to Bureau Directors;
4. Positions that do not meet the statutory definitions of supervisor and management as defined in s. 111.81(19) and (13), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission;
5. All other positions that are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees will only enter positions within this classification by competition. After December 31, 2018, there will be no progression into this classification by any personnel transaction type (including, but not limited to: original hire, reclassification, promotion, demotion, transfer, etc.).

II. DEFINITION

HEALTH SERVICES PROGRAM MANAGER

Positions classified within this classification fit within one of these specific positions:

- 1.) **Associate Director of Programs, Bureau of Benefits Management, DMS, DHS:** Under the general direction of the Bureau Director, this position has direct responsibility for oversight and management of three sections within the bureau including: the Clinical Policy Section, Behavioral Health Policy, Section and Benefits Policy Section. This position is responsible for directing the development of clinical policy direction and adjudicating prior authorization requests for professional, medical benefits; developing clinical policy and adjudicating prior authorizations for physical therapy, occupational therapy, speech and language pathology, and behavioral treatment (autism treatment); managing non-institutional, non-pharmacy benefits areas, including medical coding, maternal and child health, dental, ESRD, non-emergency transportation, personal care, private duty nursing, occupational, physical and speech language therapies, durable medical equipment, and disposable medical supplies; and managing policy and program development for mental health and substance use disorder treatment benefits. The Bureau serves as a coordinating hub for policy implementation and program administration for Medicaid. This position manages program development and operations in a rapidly changing state and federal regulatory environment. This position must manage a wide range of policy issues and maintain compliance with state and federal regulations to must ensure alignment and coordination across benefit programs and management activities.

- 2.) **Associate Director of Operations, Bureau of Benefits Management, DMS, DHS:** Under the general direction of the Bureau Director, this position has direct responsibility for oversight and management of two sections within the bureau including: the Managed Care Contract Compliance Section and Pharmacy Policy Section, as well as directing the E-Health Program. This position is responsible for directing the management of the monitoring and improvement of contract compliance for the state's BadgerCare Plus and SSI HMOs serving members statewide; leading the HMO pay for performance program and internal and external workgroups on payment reform and alignment of quality initiatives with health IT, delivery system reform, and health home implementation; managing the pharmacy benefit, which is provided fee-for-service to all enrolled members, including those in an HMO; formulating and leading the development and implementation of policy initiatives that foster the adoption of electronic health record (EHR) technology and secure health information exchange by providers within the State of Wisconsin; and managing large benefits delivery contracts including the non-emergency transportation vendor, the SPEC contract for eyeglasses, and the urological and incontinence supplies vendor contract. The Bureau serves as a coordinating hub for policy implementation and program administration for Medicaid. This manages program development and operations in a rapidly changing state and federal regulatory environment. This position must manage a wide range of policy issues and maintain compliance with state and federal regulations to ensure alignment and coordination across benefit programs and management activities.

- 3.) **Associate Director of Technical Systems & Security, Bureau of Enrollment Policy & Systems, DMS, DHS:** Under the general direction of the Bureau Director, this position has direct responsibility for oversight and management of five sections within the bureau including: the Operations Support and Project Management Section, Health Care Policy Section, FoodShare Policy Section, Systems Section and the CARES Call Center Section. This position is responsible for directing, coordinating, planning, monitoring and evaluating the policy and technical and systems related activities for all eligibility and enrollment related systems and interfaces, and administrative support staff and the functions required to meet all bureau operational and programmatic priorities, goals, and objectives with a significant emphasis on security and technical expertise. This position supports operational needs of the division and focuses on oversight of major projects for the enrollment and eligibility systems (CARES and ACCESS), ensures successful interfacing with InterChange so claims processing reflects accurate eligibility status, manages implementation of Health Maintenance Organizations (HMO) enrollment, and maintains medical status codes used to track members by eligibility category. This position also directs the CARES Call Center system support to assist Income Maintenance agencies across the state. The Health Care and FoodShare Policy sections monitor state and federal statutory and regulatory activity to ensure eligibility program compliance and provide policy recommendations to executive management and maintain the eligibility sections of the Medicaid State Plan and FoodShare eligibility, including FoodShare Employment and Training (FSET).

- 4.) **Associate Director of Enrollment, Quality, and Training, Bureau of Enrollment Policy & Systems, DMS, DHS:** Under the general direction of the Bureau Director, this position has direct responsibility for oversight and management of four sections within the Bureau as follows: the Training Section, Enrollment Management Central Application Processing Operation (EM CAPO) Section, FoodShare Quality Control Section, and the Medicaid and Income Maintenance (IM) Quality Control Section. This position is responsible for maintaining Federal quality compliance with all Medicaid eligibility and FoodShare policies on an ongoing basis. This position provides leadership and fosters the development of collaborative environments at the state and local level with respect to operations and coordinates closely with the Income Maintenance consortia agencies across the state. This position is responsible for directing, coordinating, planning, monitoring and evaluating the operational activities of all assigned sections. This includes developing procedures and training for

the income maintenance workers statewide, managing new worker training, refresher training and special training. In addition, this position directs the eligibility determination for SeniorCare, Wisconsin Funeral and Aids Program, Wisconsin Well Woman Medicaid, Department of Corrections inmate eligibility, Gap Filling Eligibility and Foster Care Medicaid, Health Care Tax Credit enrollment and requests for assistance for the Low Income Subsidy program exceptions. This position also oversees the accuracy of FoodShare (FS) benefit determinations, Medicaid (MA) benefit determinations, the accuracy of FS and MA case closures, ensures timely application processing, makes program improvements and monitors performance of the program and monitors the Income Maintenance agency performance.

- 5.) **Associate Director for Quality, Bureau of Milwaukee Enrollment Services (MiES), DMS, DHS:** Under the general direction of the Bureau Director, this position has direct responsibility for oversight and management of three sections within the bureau including: Quality and Training Section, Project Management Section, and Long Term Disability and Elderly, Blind & Disabled Section. This position is responsible for directing, coordinating, planning, monitoring and evaluating the operational activities of MiES staff and the functions required to meet all operational and programmatic priorities, goals, and objectives of a very large and complex bureau where several hundred of staff work from multiple locations. Income Maintenance staff caseload entails completing all alerts on cases, walk in assistance, management of customer service and inbox functions, fair hearing processes and investigations of potential program violations or fraud complaints. This position leads the Quality Control and continuous improvement program which is integral to maintaining a low error rate as well as timely processing. Federal sanctions may be imposed if operations are not carried out in a timely manner and are not compliant with all regulations. This position provides expertise and leadership as it relates to project management and other services required for the effective and efficient management of the Bureau; fosters positive community relationships within the greater Milwaukee area and works with community partners and manages the community advocates and community partner communications to ensure that case processing concerns are resolved in a timely manner. This position is responsible for overseeing the implementation of the IMS New Worker Training along with developing and completing refresher trainings for all staff based on feedback from assessments and the Quality Program. This position also provides leadership to the Elderly, Blind and Disabled Section which handles individual caseloads in addition to work as it relates to fair hearings. This position acts on behalf of the Bureau Director in his or her absence or as directed. This position collaborates with other bureau managers to oversee the operations and other sections in the bureau to ensure alignment and coordination across benefit programs and management activities.
- 6.) **Associate Director of Implementation, Bureau of Milwaukee Enrollment Services (MiES), DMS, DHS:** Under the general direction of the Bureau Director, this position has direct responsibility for oversight and management of four sections within the bureau including: Ongoing Caseload Section, Call/Change Center Section, Outstations Sections, and Special Operations Section. This position is responsible for directing, coordinating, planning, monitoring and evaluating the operational activities of MiES staff and the functions required to meet all operational and programmatic priorities, goals, and objectives of a very large and complex bureau where several hundred of staff work from multiple locations. This position is responsible for the operations involving caseload maintenance, alerts, updates, renewals or six month review forms, resolving discrepancies and other items and leading high volume casework, as well as overseeing the provision of assistance in applying for benefits and making changes to applications. This position directs caseload management and front door services at the central site and others throughout the city and leads the operations for walk in customers and assisting with the documentation and processing of return mail and coordinating with the Milwaukee data processing unit. This position oversees the

daily requirements of the operation, including the Call Center Anywhere (CCA) calls and maintaining a large caseload per worker, and is responsible for the efficient operations of multiple locations and ensuring appropriate management and staff for all areas. This position acts on behalf of the Bureau Director in his or her absence or as directed. This position collaborates with other bureau managers to overseeing the operations and other sections in the bureau to ensure alignment and coordination across benefit programs and management activities.

- 7.) **Associate Director of Data and Vendor Management and Operations, Bureau of Operational Coordination, DMS, DHS:** Under the general of the Bureau Director, this position is responsible for managing two sections within the Bureau as follows: the Data and Vendor Management Section and the Administrative Operations Management Section. This position directs oversight of administrative and quality review of data and systems of Medicaid and FoodShare operated by contractors including, but not limited to: InterChange, DSS, CARES, ACCESS, PRISM, etc. and requested by organizations such as the Centers for Medicaid and Medicare Services (CMS), the federal Food and Nutrition Service (FNS), the Governor's Office, etc., and other outside agencies requesting information such as HMOs (managed care), Centers for Disease Control (CDC), public and private data-related firms, hospitals, etc.; oversees the management of third party liability and user acceptance testing team as it relates to the claims system and Medicaid as the payer of last resort; directs the oversight and administrative duties for the fiscal agent contract, which operates the federally certified Medicaid Management Information System (MMIS) that processes millions of Medicaid claims annually and makes billions of dollars of payments to thousands of Medicaid providers for health care services provided to eligible Medicaid recipients. This contract also provides system and administrative support for an enterprise-wide data warehouse, WisconCare, the Wisconsin Chronic Disease Program (WCDDP), in the Wisconsin Immunization Registry and Division of Public Health. Oversight of the information systems, data, and administrative management of the Medicaid claims and eligibility systems are highly complex, involve a number of contractors and agreements and attention to analysis, security, vendor management and monitoring with input and communication with numerous stakeholders, including other divisions and agencies.
- 8.) **Associate Director of Contracts and Fiscal Management, Bureau of Operational Coordination, DMS, DHS:** Under the general direction of the Bureau Director, this position is responsible for managing two sections within the Bureau as follows: the Contract Management Section and the Fiscal Management Section. This position directs the oversight of the Medicaid administrative budget and spending plan and is responsible for supporting budgetary and program management activities for the division, including review, planning, and development of budgets encompassing one of the largest divisions in state government; develops and provides strategic vision for analysis, management and monitoring of the operating budget, contracts, procurements and agreements; works with external stakeholders and leads partnership meetings and project implementation; supports the Secretary's Office initiatives related to DMS budget management, budget proposals, and has substantial responsibility as the liaison between all bureaus and other divisions as it relates to fiscal and budgetary issues for the division; responsible for directing and overseeing the Division's hundreds of contracts and procurement services and for the execution and implementation of agreements between vendors, contractors, DHS divisions, state agencies and other organizations including: Memorandums of Understanding (MOU), Business Associate Agreements (BAA), and Data Use Agreements (DUA); and oversight of the budget and fiscal aspects of the Medicaid claims and eligibility systems are highly complex, involve a number of contractors and agreements and attention to budget management and monitoring with input and communication with numerous stakeholders, including other divisions and agencies.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification specification was created effective December 11, 2016 and announced in Bulletin DPM-0436-CC/SC for some positions previously classified as Human Services Manager or Health Care Manager.

This classification was modified effective May 29th, 2018 and announced in Bulletin DPM-0474-CC/SC. This modification was to update terminology and delete two unnecessary allocations.

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