

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

ECONOMIC SUPPORT QUALITY ASSURANCE SPECIALIST

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future positions located within the Department of Health Services (DHS), Division of Health Care Access and Accountability (DHCAA). Positions allocated to this series perform quality control monitoring activities and/or provide technical assistance as well as interpretation of economic support programs and policies related to FoodShare (FS), Medicaid (MA). This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

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 series encompasses positions located within the Department of Health Services, Division of Health Care Access and Accountability. Positions allocated to this series function as; (1) Quality Control Reviewers of assigned samples of economic support cases receiving Medicaid (MA), and FoodShare (FS) as part of a federally mandated quality control program designed to assess the accuracy of Wisconsin's expenditure of federal funds in the economic support programs, (2) Quality Control Analysts, serving as the final step in the review process of cases initially reviewed by quality control reviewers as well as providing policy and procedure interpretation of FS and MA procedures and assistance in the use of the CARES automated system, (3) Program and Systems Specialists, serving as experts in providing technical support and assistance in the use of the CARES automated systems which is used in the implementation of economic support programs relating the FS and MA, (4) Second Party Reviewers, completing an overall review of MA and FS cases from the statewide caseload for the purposes of quality, systems, policy and training improvement.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions which meet the statutory definitions of supervisor and/or management as defined in Wis. Stats. 111.81(19) and (13) as interpreted and administered by the Wisconsin Employment Relations Commission.
2. Positions which do not perform Economic Support Quality Assurance Specialist functions a majority of the time.
3. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into and Progression Through This Series

Employees typically enter positions within this classification series by competitive examination. Movement to the advanced level typically requires competition.

II. DEFINITIONS

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Positions in this classification function as Economic Support Quality Assurance Specialists, providing quality control reviews of county or tribal administration of economic support programs (i.e. MA, FS) within established time frames to determine whether the certifying agency correctly determined eligibility and benefit level according to state policy guidelines and to ensure compliance with federally mandated levels of accuracy. Positions function as the first point of economic support quality control review within the Department of Health Services. Economic Support Quality Assurance Specialists gather data by reading the case record, interviewing the economic support recipient during a home visit, making collateral contacts to verify assets and income, and verifying factual details of the case. They analyze the data collected to determine whether the case, as processed by the certifying agency (i.e. county, tribe) is potentially correct or contains error(s). Positions research economic support and quality control policy on a case-by-case basis as needed and prepare written reports of findings. Economic Support Quality Assurance Specialists participate in quality improvement initiatives and/or special studies and identify and communicate problem areas and concerns with economic support policy to agency management.

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Positions at this level perform the final steps in the review process of MA and FS cases to determine whether the certifying agency correctly determined eligibility and benefit levels according to state and/or federal policy guidelines; provide technical assistance, interpretation and clarification regarding economic support quality control policy and procedures to central office and field staff; interpret new federal policy directives for impact and recommends operational responses; and participate in special studies and the development of economic support policy manual and handbook releases; defend Wisconsin's federal financial participation in the economic support programs by successfully refuting the federal government's charges of noncompliance. Positions also assist in providing technical assistance in the use of the CARES automated case management system.

These positions may perform leadwork responsibilities over Economic Support Quality Assurance Specialists in the assigned work unit. Leadwork involves a permanently assigned responsibility to train, assist, guide, instruct, assign and review the work of a group of lower level Economic Support Quality Assurance Specialists. Leadworkers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats. Work is performed under general supervision.

II. 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.

III. ADMINISTRATIVE INFORMATION

This classification specification was created effective June 3, 2001 and announced in Bulletin CLR/SC-131. The Economic Support Quality Assurance Reviewer and Economic Support Quality Assurance Analyst classification series were abolished and replaced by the Economic Support Quality Assurance Specialist/Advanced classifications.

This classification specification was modified effective September 6, 2015 and announced in Bulletin DPM-0407- CC/SC to add a fourth allocation to the Inclusions section and to update the Definition language of the Advanced level.

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