

COST OF CARE PROGRAM SUPERVISOR

KIND OF WORK

Professional supervisory collections work.

NATURE AND PURPOSE

Under general direction, supervises subordinate staff who secure and account for the reimbursement of cost of care provided to the patients/residents of the institutional facilities of the Department of Public Welfare so that this program generates optimal collections and complies with State and Federal laws and rules; performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Supervises subordinate staff to secure and account for the reimbursement of cost of care by interviewing and selecting employees, scheduling their hours of work and approving their final work assignments.

Reviews and evaluates the performance of subordinate staff so that their work meets established performance standards through writing/updating position descriptions, standards of performance, and individual development plans; conducting formal performance appraisals and rewarding or disciplining employees.

Trains subordinate staff in the principles, policies and procedures of collections, investigation, work direction, accounting and/or records management to develop and improve the performance of employees in accordance with established standards by the identification of staff skill deficiencies, development of and presentation of training curricula to groups, one-to-one coaching and/or provision for training by expert instructors.

Plans, implements and evaluates a cost of care program service component to satisfy legislative mandate and to assure payment from parties liable for cost of care by analyzing statute, setting standards for services, devising work and staffing plans, directing staff in task completion, measuring production, directing and/or modifying assignments, policies and procedures.

Formulates and installs policies and procedures to be followed in program administration by analyzing legislation, articulating roles and responsibilities, writing administrative rule, manual material and instructional bulletins, designing task sequence and performance indicators to be followed.

Investigates the most complex or unique cases on a statewide basis to determine liability by personal interview, by assessment of individual financial data and by determination of rates to be paid.

Analyzes delinquent accounts to determine whether to initiate litigation or to appeal judgments to higher courts by assessing the quality of evidence, applying individual circumstances to past judgment of the courts in comparable situations and assigning staff to prepare and present case information.

Appears in courts of all levels to deliver expert testimony through the presentation of pertinent facts and/or explanation of the reimbursement program.

Guarantees appropriate use of patient/resident resources to protect individual rights and to ensure financial obligations are met by studying, inventorying and summarizing the status of guardianship, conservatorship and trustee accounts with follow-up reports to the probate court.

Maintains the accuracy of reimbursement accounts by periodically reviewing the preparation of billing documents and searching audit trails to resolve the most complex variances.

Monitors collections activities to determine whether overall program production matches anticipated performance by establishing budget goals and objectives, developing reporting procedures, reviewing collection levels, identifying factors responsible for variations from expected reimbursement activity and development of corrective actions.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

Knowledge of:

Knowledge of collective bargaining agreement and salary plan provisions sufficient to select employees, schedule hours of work, make work assignments, evaluate job performance, and reward/discipline employees.

Knowledge of the principles and practices of staff development sufficient to develop and improve efficiency of employees in implementing cost of care programs.

Knowledge of the laws, rules, policies, procedures and court decisions governing the program for collection of monies for cost of care sufficient to organize and supervise a reimbursement service component.

Knowledge of the State institution, county welfare and judicial systems sufficient to integrate cost of care obligations with the roles of these agencies to provide for the needs and safeguard the rights of the patients/citizens.

Knowledge of the principles and practices of integrated planning, development and implementation sufficient to satisfy legislative intent.

Knowledge of the principles and practices of accounting sufficient to install mechanisms to manage receipts of reimbursement program collections.

Knowledge of the principles and techniques of collections sufficient to develop alternative revenue producing strategies.

Knowledge of data processing systems sufficient to evaluate their effectiveness in meeting user needs and to serve as an expert user in designing new applications.

Knowledge of the statutes, rules and practices governing data privacy sufficient to ensure that assigned program units protect the rights of citizens.

Ability to:

Ability to conduct structured employment and performance appraisal interviews.

Ability to write position descriptions and establish standards of performance.

Ability to monitor and assess staff performance.

Ability to analyze, organize and present information for use by management.

Ability to forecast fiscal and program performance.

Ability to communicate complex issues clearly in oral and written format.

Est.: 8/83
Rev.: 2/92

TC:
Former Title(s):