

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 8161610**

<b>Medical Assistance Specialist 1, Grade 18</b>	<b>8161610</b>
<b>Medical Assistance Specialist 2, Grade 23</b>	<b>8161620</b>
<b>Medical Assistance Specialist 3, Grade 27</b>	<b>8161630</b>
<b>Medical Assistance Specialist 4, M-4</b>	<b>8161640</b>

Brief Description of Class Series

Positions in this title series perform professional administrative functions to support operation of public health insurance programs and New York State's health insurance marketplace at the Department of Health (DOH). Positions also review the operations of private health insurance providers and plans, and perform research and analysis functions to improve New York State's Medicaid program.

Distinguishing Characteristics

*Medical Assistance Specialist 1:* full performance level; reporting to a higher-level Medical Assistance Specialist or other staff, performs professional administrative functions to support public health insurance programs or the health insurance marketplace; may supervise paraprofessional or clerical staff.

*Medical Assistance Specialist 2:* supervisory level; reporting to a higher-level Medical Assistance Specialist or other staff, performs difficult administrative tasks requiring in-depth knowledge of program operations and regulations, and supervises Medical Assistance Specialist 1 and other staff.

*Medical Assistance Specialist 3:* second-supervisory level; reporting to a Medical Assistance Specialist 4, or other program manager, supervises a unit of lower-level Medical Assistance Specialist and other staff performing administrative functions to support public health insurance programs, or the health insurance marketplace.

*Medical Assistance Specialist 4:* managerial level; reporting to a higher-level program manager or exempt staff, oversees a large bureau, and supervises multiple Medical Assistance Specialist 3 and/or other staff that direct teams performing administrative functions.

Related Classes

Health Program Administrators perform a variety of administrative functions to support program areas throughout DOH. Positions develop and implement health programs, perform contract management functions, and analyze and evaluate state and federal laws, rules, and regulations for impact on program areas.

Medicaid Redesign Analysts perform research, analysis, design, development, and implementation functions to support redesign of the New York State Medicaid system.

### Illustrative Tasks

#### *Medical Assistance Specialist 1*

Reviews and evaluates laws, rules, and regulations related to Medicaid and other public health insurance programs to improve program operations, and to ensure compliance of existing programs with new or changing requirements or guidelines.

Analyzes state and federal legislation related to health insurance programs, and reviews for impact on existing program operations; provides technical assistance to various groups on regulatory changes and impacts on program operations.

Researches health care topics to ensure that health insurance programs and policies are evidence-based, and consistent with department goals.

Drafts reports, policies, and procedures for internal and external review and distribution; responds to routine information requests from providers, insurance plans, and other groups.

Reviews and evaluates reports and program data to identify deficiencies, perform quality assurance and program audit functions, and to improve administration of health insurance programs.

Reviews certification applications for health insurance plans and programs.

Gathers and validates requirements for eligibility systems and works with information technology staff to implement business requirements into health insurance systems; reviews system change requests to ensure systems work correctly.

Drafts, reviews, and updates training and guidance documents, provider manuals, and job aids for staff and contractors; provides oversight to contractors involved with health insurance administration through evaluation of program functions.

Reviews and evaluates operations of health insurance plans and providers, identifies deficiencies, and proposes corrective actions to ensure compliance with DOH and federal laws, rules, and regulations.

May supervise paraprofessional and/or clerical staff.

### *Medical Assistance Specialist 2*

Provides policy expertise to units by reviewing proposed changes to program policies and procedures, and by ensuring changes are consistent with program goals and requirements.

Interprets and clarifies policies, procedures, and requirements for lower-level staff, outside parties, and department contractors.

Reviews legislative proposals and regulatory amendments and determines their impact on operations; advises higher-level staff of impact on operations, and proposes changes based on program expertise.

Oversees certification application processes for health insurance plans and programs.

Oversees quality assurance activities for staff and contractors, participates in meetings with contractors to ensure consistent application of quality assurance guidelines.

Provides training to lower-level staff, department contractors, and health insurance plans regarding regulatory requirements and program operations.

Supervises a unit of Medical Assistance Specialist 1 and other staff assigned to health insurance program functions.

### *Medical Assistance Specialist 3*

Supervises two or more Medical Assistance Specialist 2 that function as unit supervisors over Medical Assistance Specialist 1 and other staff.

Assists Medical Assistance Specialist 4 and higher-level staff with oversight of bureau operations by supervising the work of program units.

### *Medical Assistance Specialist 4*

Oversees one or more bureaus involved with administration of public health insurance programs or the health insurance marketplace.

Directly supervises multiple Medical Assistance Specialist 3 that direct teams of subordinate staff.

Assists higher-level managerial and executive staff with execution of program operations.

Develops and maintains collaborative relationships with various groups to further health insurance program redesign.

Represents DOH in meetings, public forums, and conferences, and functions as a liaison with federal partners.

### Minimum Qualifications

#### *Medical Assistance Specialist 1*

Open Competitive: six years of professional experience performing one or more of the following activities in a health care facility, health care agency, health care delivery system, Medicaid program, and/or other public or private health insurance program:

1. Establishing, revising, and/or assisting with the implementation of program policies and procedures to meet treatment and/or regulatory requirements of health care.
2. Analyzing State and/or federal health insurance laws to inform the development or modification of program operations.
3. Determining financial eligibility for enrollment in public or private health insurance plans or government funded health services programs.
4. Establishing mechanisms for the reimbursement and financing of health care services, including rate-setting, development of capitation reimbursement methodologies, and development of fee schedules.
5. Performing utilization review of requests for medical treatment including prior approval or authorization activities, adjudication of claims for payment and/or provider credentialing.
6. Conducting independent examinations of health care facilities or program integrity reviews of health care programs to ensure compliance with laws, rules, and regulations.

Substitution: associate's degree may substitute for up to two years of the experience; bachelor's degree may substitute for up to four years.

#### *Medical Assistance Specialist 2*

Promotion: one year of permanent competitive service as a Medical Assistance Specialist 1.

#### *Medical Assistance Specialist 3*

Promotion: one year of permanent competitive service as a Medical Assistance Specialist 2.

*Medical Assistance Specialist 4*

Promotion: one year of permanent competitive service as a Medical Assistance Specialist 3.

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 12/2020

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