



Department of Health

ANDREW M. CUOMO
Governor

HOWARD A. ZUCKER, M.D., J.D.
Commissioner

SALLY DRESLIN, M.S., R.N.
Executive Deputy Commissioner

ANNOUNCEMENT OF JOB OPPORTUNITY

TITLE	Medical Assistance Specialist 1 – 79408
SALARY/ GRADE	\$56,604- \$71,980 SG-18
NEGOTIATING UNIT	Professional, Scientific and Technical/05/PEF
LOCATION	Office of Health Insurance Programs Division of Eligibility and Marketplace Integration Bureau of Quality Management and Change Control Corporate Woods Albany, NY 12211
MINIMUM QUALIFICATIONS	Current Department of Health (DOH) employee with permanent or contingent-permanent status as a Medical Assistance Specialist 1; OR current NYS employee with one year or more of permanent or contingent-permanent, competitive service in a title eligible to transfer under Section 52.6, Section 70.1, or Section 70.4 of the Civil Service Law to a Medical Assistance Specialist 1. For more information on the types of transfers, transfer eligibility criteria, and the current transfer determinations for your title, visit the following website. https://careermobilityoffice.cs.ny.gov/cmo/gotit/index.cfm
PREFERRED QUALIFICATIONS	Preferred candidates will have experience in: public health insurance programs, including New York's Medicaid and Child Health Plus; call center operations, including quality control or quality assurance; and interpreting and communicating policies and procedures and assisting in the development of training/curriculum. Preferred candidates will also have the ability to work well independently and under pressure to meet deadlines; strong oral and written communication skills; proficiency in Microsoft Office (Word and Excel); strong analytical skills; and supervisory experience.
RESPONSIBILITIES	The Medical Assistance Specialist 1 (MAS 1) will work within the Bureau of Quality Management and Change Control (QMCC), which oversees NY State of Health contact center operations and manages the change control process with the contractor, working with other bureaus to assess the impact of proposed changes, identifying impacts across program areas, and tracking all change requests. QMCC also monitors the quality of the contractor's performance by conducting quality assurance (QA) reviews designed to identify trends and provide recommendations for improvement. Under the general supervision of higher level staff, the MAS 1 will assist with the execution of QMCC's objectives geared toward ensuring quality customer service at the NY State of Health contact center. Specific duties include, but are not limited to: provide supervision to paraprofessional staff; field electronic referrals from the contact center; work with appropriate staff to resolve consumer issues; conduct live monitoring and quality (QA) reviews of recorded consumer calls using established QA procedures; maintain cooperative working relationships with other units, division, departments, and agencies to facilitate the delivery of public health insurance. The incumbent may also: interpret and communicate a variety of Federal and State laws and codes to implement policies, procedures and maintain compliance in the delivery of public health insurance benefits; review, sign or authorize eligibility determinations; monitor the quantity and quality of work completed by staff to ensure accuracy and adherence to procedures and instructions; identify and resolve inaccuracies; prepare, compile and organize data for various reports; may appear at judicial or administrative proceedings when required to interpret decisions; and develop and review eligibility scenarios to test new computer applications and systems.
CONDITIONS OF EMPLOYMENT	Contingent Permanent, Full-time
APPLICATION PROCEDURE	Submit resume, preferably in PDF format, to Human Resources Management Group, WN/MAS1/79408 , Room 2217, Corning Tower Building, Empire State Plaza, Albany, New York 12237- 0012, or fax to (518) 473-3395, or by email to resume@health.ny.gov , with Reference Code WN/MAS1/79408 included in the subject line. <u>Failure to include the required information in the subject line of your email or fax may result in your resume not being considered for this position.</u> Resumes will be accepted until March 15, 2019.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER. WOMEN, MINORITIES AND PEOPLE WITH DISABILITIES ARE ENCOURAGED TO APPLY. PURSUANT TO EXECUTIVE ORDER 161, NO STATE ENTITY, AS DEFINED BY THE EXECUTIVE ORDER, IS PERMITTED TO ASK, OR MANDATE, IN ANY FORM, THAT AN APPLICANT FOR EMPLOYMENT PROVIDE HIS OR HER CURRENT COMPENSATION, OR ANY PRIOR COMPENSATION HISTORY, UNTIL SUCH TIME AS THE APPLICANT IS EXTENDED A CONDITIONAL OFFER OF EMPLOYMENT WITH COMPENSATION. IF SUCH INFORMATION HAS BEEN REQUESTED FROM YOU BEFORE SUCH TIME, PLEASE CONTACT THE GOVERNOR'S OFFICE OF EMPLOYEE RELATIONS AT (518) 474-6988 OR VIA EMAIL AT INFO@GOER.NY.GOV.

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