



Job Announcement

Medicaid Program Relations Representative

11/30/2018

The **MO HEALTHNET DIVISION** is seeking applications for the position of **MEDICAID PROGRAM RELATIONS REPRESENTATIVE**. This position is located in the **Constituent Services Unit** in **Cole County**.

JOB DUTIES: This position is responsible for training providers in MO HealthNet Programs and eMOMED billing system so claims can be processed correctly. The individual will also educate providers and others on benefits and limitations of each program. The position will prepare power point and audio visual presentations to aid in trainings. The position is responsible for developing and keeping up-to-date training materials that are posted on the MO HealthNet website. The position requires continual work in the Medicaid Management Information System (MMIS), state eligibility systems, and CyberAccess and SMART PA systems to access data and properly train providers. This position will research complex inquiries and problems and advise providers on the correct processes and procedures. The successful candidate will initiate MMIS system problem requests for resolution. The position will assist providers by recycling claims and perform online adjustments of provider claims when appropriate. The individual will discuss issues/problems that may occur in assigned programs with medical consultants, operations representatives, and reimbursement and utilization review staff. The employee will identify and access necessary data, research, and provide consultation in decision making as needed and serve as an expert user to test MMIS system enhancements. The position will act as program liaison with management staff as to reactions to policy changes and/or program difficulties which providers are experiencing. The successful candidate will review draft bulletins and comment to make sure bulletins are clear to eliminate provider calls to the provider hotline. The position will identify needs for changes to current claims processing procedures and make proposals for possible solutions to appropriate staff. The position will maintain awareness of current state and federal laws and regulations, MO HealthNet Services, bulletins, and inform providers of changes. The position will speak to special interest groups regarding proper claim filing and MO HealthNet policy and procedure when requested. When requested, the position will train/educate agency staff in assigned programs. This position does require some travel.

QUALIFICATIONS: Four years of professional or technical experience in one or more of the areas described below and graduation from an accredited four-year college or university. (Graduate study in an accredited college or university in public administration, health care administration, behavioral sciences, journalism or related areas may be substituted on a year-for-year basis for the stated experience.)

AREAS OF QUALIFYING EXPERIENCE

1. Professional or technical experience (at the level of Medicaid Technician, Medicaid Specialist, Budget Analyst, or Management Analyst) in a Medicaid program, Medicaid fiscal agent program, Medicare intermediary or carrier program involving fiscal record keeping and/or analysis.
2. Professional experience in hospital, clinic, or nursing home administration or other medical or health care administration.
3. Professional or technical experience in the area of training in a business or governmental setting involving the dissemination of technical information and instruction.

OR

Four years of professional or technical experience in the MO HealthNet Division at or above the level of Medicaid Technician.

SALARY RANGE: \$1,596.00 – \$1,654.50 (For current DSS employees, current salary will increase if receiving a promotional appointment.)

TO APPLY: Submit a completed [DSS application](#), cover letter, resume, and transcripts to Dana Bernier at Dana.L.Bernier@dss.mo.gov

RECRUITMENT AREA: Accepting applications from all qualified applicants.

APPLICATION DEADLINE: December 13, 2018

DSS IS AN EQUAL OPPORTUNITY EMPLOYER