



# HIDALGO COUNTY

## Personnel Adjustment Request Form

DEPARTMENT NAME/NUMBER: Enter department Name  
**Human Services**

DATE: Enter Date  
**8-18-08**

CURRENT POSITION TITLE: Enter position Title  
**ELIGIBILITY SPECIALIST**

CURRENT SLOT. #: Enter current  
**240-001-006**

REQUESTED POSITION TITLE: Enter New Position Title  
(For new positions or reclassifications)  
**BILLING SPECIALIST**

**REQUEST FOR:**

- New Position     
  Temporary Position     
  Position Reclassification\*     
  Other \_\_\_\_\_

\*Civil Service Positions are submitted to the Civil Service Commission.

**POSITION SALARY REQUEST:**

Salary Amount: \$ 28,629.00      \$ 28,629.00      \$ ∅

Current Budgeted Salary      Proposed Budgeted Salary      Net Change

Position to be funded from one of the following: *NO Budgetary impact. Re*

- Current Department Budget     
  Annual Budget Cycle     
  Will Require Additional Funds  
 Other \_\_\_\_\_

**POSITION Type:**

Full Time Employee Object 113  X     
 Part Time Employee Object 114  \_\_\_\_\_  
 Full Time Temporary Object 121      
 Part Time Temporary Object 122  \$ \_\_\_\_\_  
 Enter hourly rate for temp. positions  
 Hourly Rate \* 2,080 hrs. per year = Annual Salary

**TEMPORARY POSITIONS:**

Start Date	End Date	Working Days & Hours	Hours Per Week	Duration (2 weeks, 3 months, etc.)
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**CIVIL SERVICE:**  
 Exempt       FLSA: Exempt   
 Non-Exempt  X      Non-Exempt   
 N/A

**JUSTIFICATION/PRIORITY:** (Explain why this position or adjustment request is essential)

TO REFLECT THE EMPLOYEES DUTIES AND RESPONSIBILITIES

**NEW POSITION:** Brief job description and attach a copy of the new job description.

N/A

**POSITION RECLASSIFICATION:** Explain change and /or increase in duties and responsibility. (Attach new job description)

TO REFLECT THE EMPLOYEES DUTIES AND RESPONSIBILITIES

**ADDITIONAL DUTIES:** Explain reason for additional duties and attach list of additional duties.

NA

**COMMENTS:** (Any comments you wish to make regarding this request)

APPROVED BY CIVIL SERVICE COMMISSION ON 8-14-08

**HUMAN RESOURCES:** Classification and Salary Recommendation

**BUDGET & MANAGEMENT:** Classification and Salary Recommendation

- |    |                                                          |                          |                                   |                                         |                             |
|----|----------------------------------------------------------|--------------------------|-----------------------------------|-----------------------------------------|-----------------------------|
| 1. | <u>Dawn Samento</u><br>DEPARTMENT HEAD                   | <u>8/18/08</u><br>DATE   | FUNDING AVAILABLE IN DEPT. BUDGET | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| 2. | <u>Richard Gorkov</u><br>HUMAN RESOURCES DIRECTOR        | <u>9-11-2008</u><br>DATE | PERSONNEL PROCEDURES COMPLETED    | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| 3. | <u>Tom K. Brown</u><br>DEPARTMENT OF BUDGET & MANAGEMENT | <u>9/11/2008</u><br>DATE | BUDGET PROCEDURES COMPLETED       | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| 4. | COMMISSIONERS COURT APPROVAL                             | DATE                     |                                   |                                         |                             |

# HIDALGO COUNTY HEALTH & HUMAN SERVICES DEPARTMENT

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<b>Job Title:</b> Eligibility Specialist	<b>FLSA Status:</b> Non-Exempt
<b>Dept. Code:</b> 240-001	<b>Civil Service Status:</b> Non-Exempt

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**SUMMARY:**

Determine eligibility for Hidalgo County residents for County Indigent Health Care Program as well as other direct assistance programs, which include funeral assistance, medical transportation, lodging and meals. Assist County residents in identifying and obtaining various financial and health care resources; provide community resource information and make appropriate referrals.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Receive, review and process applications and determine eligibility utilizing established state and county program policies and procedures within established time frames;
- Identify and respond to community needs and concerns and make adequate referrals to appropriate agencies and assist in the development of resources to meet anticipated demands;
- Prepare various reports and correspondence;
- Be available to answer questions and provide information to the general public and assist in identifying resources;
- Attend and participate in staff meetings and workshops;
- Stay abreast of policies and procedural changes in the Indigent Program and other related health care programs;
- Properly prepare and complete necessary program forms and documents;
- Maintain and update participant computer and hard copy case files;
- Assist in clerical work as needed;
- Regular attendance is a must;
- Ability to work well with others;

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities;

**EDUCATION and/or EXPERIENCE:**

- High School diploma or GED;
- Minimum of two (2) years experience with Indigent Health Care, Medicaid Programs, or related social programs- **PREFERRED**;
- Higher education hours may be substituted for experience up to two (2) years.
- Experience in Eligibility Determination preferred;
- Must have good computer skills;
- Bilingual is preferred;

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Employee must have a current valid Texas Motor Vehicle Operator's License and must have liability insurance;

**OTHER SKILLS AND ABILITIES:**

- Employee may be assigned other duties in addition to those listed; duties may change according to changing needs of the County;

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job;

While performing the duties of this job, the employee is required to talk or hear. The employee is required to stand. The employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, and kneel;

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus;

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job;

The noise level in the work environment is usually moderate;

**SAFETY REQUIREMENTS:**

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time;
- operating assigned equipment;

**Maintain mental capacity which permits:**

- making sound decisions and using good judgment;
- handling financial affairs effectively and honestly;
- maintaining confidentiality;
- demonstrating intellectual capabilities;

**Effectively handle a work environment and conditions which involve:**

- working closely with others;
- working in a multi-task environment;

**Maintain effective audio-visual discrimination and perception needed for:**

- making observations;
- reading and writing;
- operating assigned equipment;
- communicating with others;

**ACCIDENT PREVENTION PROGRAM:**

Required to follow all departments' safety regulations;

**HIDALGO COUNTY  
HEALTH & HUMAN SERVICES DEPARTMENT**

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<b>Job Title:</b> Billing Specialist	<b>FLSA Status:</b> Non-Exempt
<b>Dept. Code:</b> 240-001	<b>Civil Service Status:</b> Non-Exempt

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**SUMMARY:**

Receive, evaluate and process provider medical bills for Hidalgo County residents participating in programs administered by the Human Services Department. Assist county resident's, and service providers in identifying other financial resources available and make appropriate referrals.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Determine correct payment rates for medical and other related claims;
- Review and process service provider claims utilizing established policies and procedures;
- Determine if patient is eligible for payment at the time that services or procedures were performed;
- Respond to provider inquires concerning medical process and/or claims;
- Request clarifications from providers on medical procedures and claims;
- Disallow claims that are not in compliance and/or not covered services utilizing established program policies and procedures;
- Respond to participant's inquiries concerning medical procedures and/or claims;
- Provide information referrals to other community resources.
- Maintain and update patient's medical history and expenditures;
- Prepare various reports and correspondence about covered medical services and/or eligibility;
- Attend and participate in staff meetings and workshops;
- Stay abreast of policies and procedural changes in the Indigent Program and other related health care programs;
- Assist in clerical work as needed;
- Regular attendance is a must;
- Ability to work well with others;

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities;

**EDUCATION and/or EXPERIENCE:**

- High School Diploma or GED;
- Bachelor's degree from an accredited college or university; **OR**
- Two (2) years of full-time experience in a social services agency and/or medical claims processing setting;
- One (1) additional year of experience may be substituted for each year of required education with a maximum substitution of three (3) years;
- Must have good computer skills;
- Bilingual is preferred;

**CERTIFICATES, LICENSES, REGISTRATIONS:**

- Employee must have a current valid Texas Motor Vehicle Operator's License and must have liability insurance;

**OTHER SKILLS AND ABILITIES:**

- Employee may be assigned other duties in addition to those listed; duties may change according to changing needs of the County;

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job;

While performing the duties of this job, the employee is required to talk or hear. The employee is required to stand. The employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, and kneel;

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus;

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job;

The noise level in the work environment is usually moderate;

**SAFETY REQUIREMENTS:**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time;
- operating assigned equipment;

**Maintain mental capacity which permits:**

- making sound decisions and using good judgment;
- handling financial affairs effectively and honestly;
- maintaining confidentiality;
- demonstrating intellectual capabilities;

**Effectively handle a work environment and conditions which involve:**

- working closely with others;
- working in a multi-task environment;

**Maintain effective audio-visual discrimination and perception needed for:**

- making observations;
- reading and writing;
- operating assigned equipment;
- communicating with others;

**ACCIDENT PREVENTION PROGRAM:**

Required to follow all departments' safety regulations;