



CONTINUOUS OPEN EXAMINATION FOR DEPARTMENT OF STATE HOSPITALS

Patient Benefit and Insurance Officer III

www.dsh.ca.gov

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

EXAMINATION TYPE AND POSITION LOCATIONS This is an open examination for the Department of State Hospitals (DSH) for the following location(s):

DSH - Atascadero **DSH - Coalinga**
DSH - Napa

State Applications (STD. 678) will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY **MAIL OR HAND DELIVER BOTH, A STATE APPLICATION (STD. 678) AND TRAINING AND EXPERIENCE EXAMINATION TO:**

**DEPARTMENT OF STATE HOSPITALS-SACRAMENTO
SELECTION SERVICES UNIT
1600 9TH STREET, ROOM 121
SACRAMENTO, CA 95814 (916) 651-8832**

California Relay for the hearing impaired:
From a TDD Phone (800) 735-2929
From a Voice Phone (800) 735-2922

DO NOT SUBMIT A STATE APPLICATION (STD. 678) TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.

NOTE: All State Applications (STD. 678) must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. State Application (STD. 678) received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application (STD. 678).

EXAMINATION ELIGIBILITY LIMITATION A candidate may be tested only once during any testing period. The testing period for this classification is once every 12 months. If you have taken an examination for this classification with the Department of State Hospitals- Atascadero, Coalinga, Metropolitan, Napa, Patton, Sacramento, Salinas Valley, Stockton, or Vacaville within the last 12 months, you are not eligible to compete in this examination.

FINAL FILE DATE **Continuous Testing – No Final File Date.** Testing is considered continuous as dates can be set at any time.

SPECIAL TESTING ARRANGEMENTS If you have a disability and need special testing arrangements, mark “yes” on Question #2 on the State Application (STD. 678). The Selection Services Unit will contact you to make special testing arrangements.

SALARY RANGE \$5,176 - \$6,436*

*Salary reflects the increase effective 7/1/2015.

The salaries used in the bulletin may not reflect all pay raises or any additional bonuses. You should verify the salary level(s) with the department personnel office before making any commitments.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your State Application (STD. 678) indicates that you have read, understood, and possess the basic qualifications required.

NOTE: All applicants must meet the education and/or experience requirements for this examination by the testing deadline established by the testing office.

MINIMUM QUALIFICATIONS

Either I

Two years of experience in the California state service performing the duties of a Patient Benefit and Insurance Officer I.

Or II

One year of experience in the California state service performing the duties of a Patient Benefit and Insurance Officer II (Supervisor) or (Specialist).

Or III

One year of experience in the California state service performing duties involving the analysis and application of complex Federal and State laws, rules, and regulations pertaining to State administered insurance programs or performing work in reimbursement, revenue, or tax compliance programs. This experience must be in a class at a level of responsibility of not less than that of a Patient Benefit and Insurance Officer II (Supervisor) or (Specialist).

SPECIAL PERSONAL CHARACTERISTICS Willingness to work irregular hours and in various locations throughout the State; willingness to travel throughout the State; tact; and neat personal appearance.

JOB DESCRIPTION This is the Program Manager level. Incumbents are responsible for a significant statewide program or may supervise a group of employees in the next lower classes.

EXAMINATION INFORMATION This examination will consist of a Training and Experience examination – Weighted 100%

[**CLICK HERE FOR THE TRAINING AND EXPERIENCE EXAMINATION**](#)

The examination will consist solely of a Training and Experience Examination. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Examination process.

EXAMINATION SCOPE Knowledge of:

1. Credit and adjustment principles and procedures.
2. Investigation and interviewing techniques.
3. Legal procedure required to enforce payment of accounts.
4. Principles of property management, accounting, financial record keeping and commercial law.

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5. Law governing probate, divorce, annulment, community property, homestead, liens, and conveyance of real property.
 6. Health and Welfare programs, guardianships, trusts, veterans benefits, unemployment and disability insurance, fraternal order insurance programs, disability income programs, comprehensive liability insurance and automobile medical reimbursement insurances, Federal Old Age and Survivors' workers' compensation, hospitalization insurance, contacts, Medicare and Medi-Cal insurance, and veterans care benefits, provisions of the Welfare and Institutions Code relating to patients' benefits and insurance.
 7. Basic medical terminology.
 8. Functions and responsibilities of the Patient Benefit and Accounts Branch.
 9. Procedures followed in administrative hearings and in the lower courts.
 10. Provisions of the Insurance Code, California Unemployment Insurance Code, Labor Code Probate Code, Civil Code, and Code of Civil Procedure relating to functions of the Patient Benefit and Accounts Branch.
 11. Principles of effective training and supervision.
 12. Services and benefits available to Medicare and Medi-Cal beneficiaries from private resources and agencies.
 13. Public and private agencies involved in the total Medicare and Medi-Cal Programs.
 14. Rules and regulations and administrative procedures by which such programs are administered.
 15. A supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion and for maintaining a work environment that is free of discrimination and harassment.

Ability to:

1. Read and write English at a level required for successful job performance.
 2. Apply to specific situations the provisions of the Welfare and Institutions Code relating to patients' benefits and insurance.
 3. Understand and interpret legal and other documents.
 4. Conduct informal conferences.
 5. Negotiate equitable programs for payment of charges and settlement of claims.
 6. Locate assets, ascertain sources of income, appraise the financial condition of debtors, and make practical appraisals of real property.
 7. Give advice and information to interested persons and agencies and develop and maintain friendly and cooperative relations.
 8. Analyze situations accurately and adopt effective course of action.
 9. Handle extensive correspondence and prepare clear and comprehensive reports.
 10. Communicate effectively.
 11. Evaluate investigation reports and case records.
 12. Invoke waiver of premium provision in life and health insurance contracts on behalf of entitles patients.
 13. Prepare cases for legal action.
 14. Conduct conferences on complex and controversial matters.
 15. Interpret the provisions of disability, auto, comprehensive, liability, indemnity, and industrial insurance policies.
 16. Determine liability for claims.
 17. Determine legal costs and prosecute for payment.
 18. Plan and direct the work of others.
 19. Interpret and apply to specific cases the provisions of the Probate Code, Civil Code, and Code of Civil Procedure relating to patients' benefits and insurance.
 20. Direct training programs and the work of a technical staff.
 21. Analyze and evaluate difficult and technical laws, rules, and regulations in the health benefits fields.
 22. Formulate and implement programs and procedures for improving the reporting and claims procedures for Medicare benefits.
 23. Plan, organize, and coordinate the work of others and train them in new procedures.
 24. Work independently in identifying the need for the development of proposed procedures and changes in operating practices and policies.
 25. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
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**ELIGIBLE LIST
INFORMATION**

A departmental open eligible list will be established for the Department of State Hospitals-Atascadero, Coalinga, and Napa. The eligible list will be used to fill vacancies at Atascadero, Coalinga, and Napa. The list will be in effect for a minimum of 12 months. It will be abolished after 48 months or the completion of a subsequent examination, whichever occurs first.

**VETERANS'
PREFERENCE**

Veterans' preference will be granted in this examination.

GENERAL INFORMATION

For an examination without a written feature it is the competitor's responsibility to contact the Department of State Hospitals, Selection Services Unit at (916) 651-8832 three weeks after the application deadline date if she/he has not received a progress notice.

If a competitor's notice of oral interview or performance test fails to reach her/him prior to the day of the interview due to a verified postal error, she/he will be rescheduled upon written request.

State Applications (STD. 678) are available at the California Department of Human Resources, local offices of the Employment Development Department, the Department of State Hospitals, and accessible on the internet at www.CalHR.ca.gov.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Competitors who pass will be ranked according to their scores.

The Department of State Hospitals reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of competitors and conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways; 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the competitor is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of, the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the State Applications (STD. 678). (Section 4 of Article VII of the California Constitution is posted at the California Department of Human Resources, 1515 S Street Sacramento, CA 95811.)

DEPARTMENT OF STATE HOSPITALS

Selection Services Unit
1600 9th Street, Room 121
Sacramento, CA 95814

TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.

From TDD Phones: 1-800-735-2929

From Voice Phones: 1-800-735-2922